

**JOB DESCRIPTION**

**Job Title:** Career Coach

**Service:** Careers and Student Enterprise (CaSE)

**Grade:** E

**Campus:** Docklands and Stratford

**Responsible to:** Coaching and Mentoring Manager/Placements Manager

**Liaison with:** UEL Schools and Departments, Students and Graduates, UEL Services, relevant external partners and organisations and CaSE team members.

**Never Not Moving Forward**

Build your career, follow your passion, be inspired by our environment of success. #BeTheChange

The University of East London is one of the most diverse and vibrant universities in the global capital. Our pioneering and forward-thinking vision is making a positive and significant impact to the communities we serve, inspiring both our staff and students to reach their full potential.

Born in 1898 to serve the skills needs of the 2nd industrial revolution, the University of East London has commenced Year 4 of its transformational 10-year Vision 2028 strategic plan led by our Vice-Chancellor & President, Professor Amanda Broderick, to advance Industry 4.0 careers-1st education. We have a clear route-map to provide a springboard for the jobs and opportunities of the future; drive diversity in the 4.0 talent pipeline - working in partnership to promote talent wherever it is found; and to create an inclusive and sustainable, green future.

We are looking for forward-thinking, innovative, curious, high-energy, self-aware people who are passionate about making a positive difference and who will thrive in an inclusive and diverse University community who are never not moving forwards.

As one of the most socially inclusive and international universities and comprising one of the most diverse staff populations in the UK (50% of our professoriate identify from black or minority ethnic backgrounds), we are hugely proud of our track record in reducing inequalities (ranked 1st in the UK & 2nd globally, Times Higher Education Global Impact Rankings, 2020) and our commitment to equality, diversity and inclusion is at the heart of Vision 2028.

We are building an environment of success where colleagues are supported to achieve, and our community can flourish and thrive. We are an accredited Investors in People Award Institution and have achieved the Investors in People Health and Wellbeing Award. With Athena Swan Awards and being one of a small number of universities to have achieved the Race Equality Charter Award, we continue on our journey to address and reduce barriers to opportunity.

So, if you are looking to build your career in a dynamic, inclusive and performance-focused team and are inspired by our environment and drive for success, we want you to apply to join the University of East London. We are looking for inspirational individuals who have a passion to make a positive difference to people and planet, creating a more sustainable future for everyone.

**THE DEPARTMENT:**

This role is based in the Careers and Student Enterprise team, which is the career and employability nucleus of the University of East London. The goal of the team is to support every student to achieve career success, gain the skills for the 21st century workforce, and build direct pathways to employment. The team’s mindset has innovation and creativity at its core. In order to improve progression, retention and graduate outcomes, the team utilises cutting edge technology and research, which has shown impact on our students’ satisfaction, behaviour and outcomes. This is a one-of-a-kind department with highly motivated staff and a high level of quality within the products produced.

**JOB PURPOSE:**

The Career Coach will provide up to date information, advice and guidance to students and graduates in order to assist with their awareness, planning for and achievement of academic success and graduate level employment or post graduate study. The successful post holder will work closely with colleagues from CaSE and with UEL Academic Schools to develop coherent coaching and development strategies to enable successful engagement with development opportunities and raised awareness of employment trends, current recruitment methods and employer requirements.

**MAIN DUTIES AND RESPONSIBILITIES:**

* To provide information, advice and guidance (IAG) to students and graduates when most impactful through 1-2-1 appointments, coaching, e-guidance, telephone, drop-in sessions, workshops and new technologies;
* To use intelligence gained from interaction by the Employer Engagement Team with blue-chip, SMEs, private and public sector organisations to inform the advice and guidance given to UEL students about the skills and behaviours that they will need alongside their relevant academic achievement;
* To provide IAG and coaching to students looking for careers’ advice and information at all levels including undergraduate and postgraduate level;
* To develop, maintain and evaluate the centre’s online careers presence including through the intranet, internet, online careers and employability platforms and social media channels;
* To work with colleagues within CaSE, Learning and Teaching and academic staff to embed careers management skills, academic skills and employability skills in the curriculum. Also, to contribute to the work towards awarding credit for extracurricular activities and development and delivery of UEL’s Professional Fitness and Mental Wealth programme and Careers Passport;
* To collaborate with other CaSE colleagues, assisting to develop and deliver an annual calendar of employability and skills development activities and events, contribute to project work, service planning, policy development and innovation, and develop links through external professional bodies and networks to develop a wider knowledge of current professional, careers and employability issues;
* To contribute to project work, service planning, policy development and innovation, and develop links through external professional bodies and networks to develop a wider knowledge of current professional issues, careers and employability;
* To competently use MS Office packages and support the collection and analysis of appropriate data in order to monitor and continuously improve the service and complete a range of administrative tasks related to delivery of the CaSE offer;
* To complete a range of administrative tasks related to delivery of the CaSE offer;
* To take a flexible approach to work (attendance at early morning and evening meetings and travel and working across sites and externally may be required);
* To undertake any other duties, in line with the level of the post, and as directed by your line manager;
* To work in accordance with UEL’s Equality, Diversity and Inclusion Policy.

**PERSON SPECIFICATION**

**EDUCATION QUALIFICATIONS AND ACHIEVEMENTS:**

**Essential criteria;**

* Degree or equivalent qualification(C)
* Professional qualification (or equivalent) in Information, Advice and Guidance and/or Coaching with a minimum of a Level 4 Diploma in Career Information and Advice (C)

**Desirable criteria;**

* Professional Qualification in Training and Development (C)

**KNOWLEDGE AND EXPERIENCE:**

**Essential criteria;**

* Experience of delivering careers guidance, information and advice using a variety of methods including 1 to 1s, delivering workshops, events, talks/ lectures, e-guidance, telephone guidance and/or drop in sessions for individuals and/or groups (I)
* Experience of developing high quality, interactive learning materials, paper-based and web-based and delivering skills development workshops or other training and development activities (A/P)
* A strong commitment to and understanding of equal opportunities, (within a diverse and multicultural environment) particularly with widening participation and a deep understanding, based on solid experience, of how to bring out the best in students from diverse backgrounds, including those who may have under-performed in the past (A/I)
* Recent evidence of working with employers across sectors, including knowledge of current recruitment practices and an ability to use associated data and knowledge to inform practice and delivery of services (A/I)

**Desirable criteria;**

* Knowledge of a specific curriculum area(s) or sector(s) relevant to UEL students’ needs and ambitions (I)

**COMMUNICATION / LIAISON AND NETWORKING**

**Essential criteria;**

* Ability to communicate using a variety of mediums to internal and external audiences including senior managers, students, graduates and employers (A/I)
* Excellent networking skills and good people/interpersonal skills (I)

**PLANNING AND ORGANISING RESOURCES:**

**Essential criteria;**

* Ability to plan major and minor events making appropriate decisions concerning budgets and resources and considering student and graduate attitudes and behaviours, whilst being flexible enough to consider unforeseen changes or new opportunities (A/I)
* Ability to understand the importance of good plans and the need to measure and monitor progress against these whilst being flexible enough to take into account unforeseen changes or new opportunities (I)
* Ability to manage a high level of workload at peak periods of IAG activity during the   
  academic calendar year in accordance with the student entitlement to IAG (I)

**TEAMWORK AND MOTIVATION:**

**Essential criteria;**

* Able to positively contribute to the objectives of the wider team whilst being a proactive team member (A/I)

**DECISION MAKING / INITIATIVE & PROBLEM SOLVING:**

**Essential criteria;**

* Experience of using own initiative to resolve problems and creativity to drive development (A/I)
* Ability to make independent but appropriate decisions, whilst keeping relevant people informed and staying within budget (I)

**OTHER ESSENTIAL CRITERIA:**

* IT skills: Competent use of MS Office packages (T/P)

* Willingness to travel and work across sites and externally (I)

* Flexible approach to work (I)

**Criteria tested by Key:**

A = Application form

C = Certification

I = Interview

P = Presentation

T = Test