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| **Job Title:** | Career Development Manager  |
| **Service:** | Careers and Student Enterprise (CaSE) |
| **Grade:** | F |
| **Location:** | Multi-site: Docklands/Stratford |
| **Reporting to:** | Associate Director of Careers & Curriculum Development, Mentoring and Enterprise |
| **Responsible for:** | 7 x Career Coaches |
| **Liaison with:** | Director of Careers & Enterprise, CaSE Management Team, CaSE Operational Team, CELT.  |
| **Contract Type:** | Permanent, Full time  |

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 3 of its transformational 10-year [Vision 2028 strategic plan](https://issuu.com/universityofeastlondon/docs/annual_review_2020?utm_source=Charlotte%2BWhite%2Btest%2Bmail%2Blist&utm_campaign=46c08a193b-EMAIL_CAMPAIGN_2018_09_19_02_52_COPY_04&utm_medium=email&utm_term=0_e8797a5163-46c08a193b-) 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 role holder will work within the Careers and Student Enterprise Team (CaSE). The primary function of CaSE is to support the University in the delivery of its highly ambitious Graduate Outcome Survey targets through the provision of highly integrated, holistic careers & student enterprise provision both within and co-to the curriculum which supports students in achieving their employment ambitions from the moment of enrolment, through their period of study and in the first 15 months post-graduation and beyond.

**CAREERS AND STUDENT ENTERPRISE (CaSE)**

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

**JOB PURPOSE**

The Career Development Manager will lead our cross institutional understanding of Career Development taking ownership of our Career Development Framework and developing a cross institutional adoption. They will lead the ambitious work to embed the framework into team operations and broader CaSE activities to scale measurable improvements in students’ career readiness.

The Career Development Manager will oversee a team of Career Coaches and lead the development of innovative and impactful approaches to supporting students to progress their career readiness and career confidence at scale. We are looking for an active practitioner who brings a depth of experience in providing Information, Advice and Guidance within an employability context and brings a commitment for upholding professional standards. The postholder will act as thought leader for the use of AI in Careers and integrate meaningful, ethnical and impactful use of technology within our Career Coaching work with the ambition to futureproof and enhance the offer.

Working alongside the Senior Leadership Associate Director of Careers & Curriculum Development, Mentoring & Enterprise and the Data & Digital Manager the postholder will provide leadership, development and execution of an institutional Career Readiness Strategy and Graduate Transition Strategy. These strategies will shape the direction and focus of Career Coaching, ultimately creating a student-centred, scalable service that supports retention, progression, and graduate-level employment outcomes.

The role serves as the lead for our Access, Participation & Progression work and will develop and enhance our support for high priority students developing meaningful and impactful pathways for students. They will oversee the delivery of our in-curriculum and co-curricular programmes ensuring they are complementary, impactful, and aligned with the goal of enhancing students' career readiness. This position plays a pivotal role in driving a step change in graduate outcomes and preparing students for Graduate Success.

The ideal candidate will bring a breadth and depth of experience and understanding of career development within a higher education setting. We are looking for a dynamic and innovative leader who can demonstrate an inclusive, inspiring, and determined approach, fostering innovation and continuous improvement while cultivating a cost-effective, high-performance culture. We value a practitioner approach and are looking for someone who will lead by example and uphold the values of professional standards across the service. They will excel in building meaningful internal and external stakeholder relationships, acting as a strategic partner to enable the institution to achieve its goals.

**MAIN DUTIES AND RESPONSIBILITIES**

The duties and responsibilities outlined above provide a general overview of the range of tasks that a **Career Development Manager** at the University of East London may be required to perform. Please note that this job description is not exhaustive, and additional tasks aligned with the role's grade may be assigned as needed.

**Career Development**

1. Oversee the continuous development of innovative, engaging, and effective curriculum materials that meet the needs of our students and align with industry standards.
2. Oversee the integration of the Career Development Framework across CaSE and relevant Professional Services.
3. Contribute to the annual review and continuous improvement of the Career Development Pathway ensuring resources are updated on an annual basis.
4. Contribute to the institutional review and continuous development of the Mental Wealth & Professional Fitness Module.

**Academic Engagement**

1. Build and maintain effective relationships with schools and departments working consultatively to develop and deliver against a bespoke school level, department level and module level action plan addressing subject level or cohort level career development needs.
2. Devise and deliver training and development around Career Development to academic colleagues to ensure they can deliver enhanced careers and employability provisions into the curriculum in a way that provides equality of access and opportunity for all students

**Team Leadership**

1. Line manages a team of Careers Coaches ensuring they deliver impactful career support to priority programmes and student groups in alignment with their schools.
2. Effectively lead, manage and appraise reportees, identifying their learning and development needs and ensuring that they have the support they need to achieve aims in line with Vision 2028.
3. Oversee the effective caseload management of final year students to ensure that the team maximises engagement and support during this period.

**Service Delivery & Development**

1. Oversee the development and execution of an institutional Career Readiness Strategy and Graduate Transition Strategy.
2. Develop and deliver an annual plan of career development activities for high priority student groups that contribute to improved student confidence and readiness to drive an overall improvement in graduate outcomes and progression.
3. Work with the Associate Director of Careers & Curriculum Development, Mentoring and Enterprise to develop, deliver and monitor Access, Participation and Progression Projects within the team.
4. Oversee the development and implementation of an AI Policy for Careers & Student Enterprise
5. Work closely with the Data & Digital Manager to identify and integrate AI to enhance our Career Coaching offer.
6. Work closely with the Data & Digital Manager to ensure students have access to Digital Career Resources.
7. Work closely with the Marketing & Comms team to increase the visibility and engagement of programmes and services.

**Service Evaluation and Improvement**

1. Ensure that robust systems are in place to effectively manage and monitor the service, using a data driven approach to measure their impact and continuously improve the service.

**Professional Standards**

1. Ensure that the service is delivered in accordance with the AGCAS Code of Practice and that the fundamentals of effective IAG are maintained within the service.
2. Maintain professional development within the team, identifying good practice and trends both internally and externally to ensure that the University benefits from best practice, including productive engagement with recognised professional associations and the achievement of formal standards and quality marks.

**Other Duties**

1. Produce relevant information, reports and presentations for UEL’s senior management team, Schools, Services and external bodies.
2. Chair/Attend meetings as required; attend appropriate meetings/networking events both externally and internally.
3. Take a flexible approach to work (attendance at early morning and evening meetings and travel and working across sites and externally may be required).
4. Work in accordance with UEL’s Equality and Diversity Policies.
5. Undertake any other duties, in line with the level of the post, and as directed by your line manager.

**PERSON SPECIFICATION**

**QUALIFICATIONS & TRAINING**

Essential:

* Bachelor’s degree or equivalent (master’s preferred). (C)
* Postgraduate qualification in Career Development, Coaching, or equivalent professional experience at a comparable level. (C)

Desirable:

* Fellowship of the Higher Education Academy (C)
* Teaching Qualification and/or equivalent experience (C)

**KNOWLEDGE & EXPERIENCE:**

Essential:

* Minimum of one year’s experience in a leadership or management role within Career Development or a related employability profession. (A/I)
* Minimum of one years’ experience within a Higher Education setting in an Employability or Teaching & Learning Capacity (A/I)
* Knowledge of Information, Advice, and Guidance (IAG) principles, with experience delivering services aligned with professional standards. (A/I)
* Proven experience managing staff, resources, and budgets effectively. (A/I)
* Proven experience working at a strategic level with academic staff and senior leadership to deliver against shared objectives (A/I)
* Demonstrable expertise in designing, developing, and managing programmes to enhance career readiness and confidence. (A/I)
* Deep understanding of the academic environment, including challenges and opportunities in developing curricula that support employability while aligning with institutional objectives. (A/I)
* Proven experience in developing high-quality, interactive learning materials—both physical and digital—as well as delivering workshops and training. (I)
* Strong commitment to equality, diversity, and inclusion, with proven experience fostering success in students from diverse and underrepresented backgrounds. (I)

Desirable:

* Knowledge of instructional design principles, educational theories, and best practices, along with experience in university accreditation standards and assessment frameworks. (I)
* Experience of working towards a professional accreditation i.e. Matrix (I)

**SKILLS & ABILITIES**

**Communication / Liaison And Networking**:

Essential

* Excellent communication skills, including the ability to present effectively to diverse audiences such as senior managers, students, graduates, and employers across various mediums. (I)
* Demonstrated success managing complex initiatives and engaging staff and stakeholders throughout the process. (A/I)
* Strong interpersonal skills, with the ability to influence and collaborate with a wide range of stakeholders to achieve common goals, paired with a creative and innovative approach to problem-solving. (A/I)

**Planning And Organising Resources / Service Delivery:**

Essential criteria

* Strong planning skills with an ability to measure and monitor progress against goals, while remaining flexible to adapt to changes or seize new opportunities. (A/I)
* Ability to manage a high-volume workload, particularly during peak periods, and deliver within set deadlines. (I)

**Teamwork And Motivation:**

Essential

* Proven ability to lead and manage complex projects, engaging and motivating staff and stakeholders throughout. (A/I)

**Decision Making / Initiative & Problem Solving**

Essential

* Demonstrated ability to use initiative and creativity to resolve problems, drive development, and unite diverse stakeholders toward shared objectives while keeping all relevant parties informed. (A/I)

**Leadership & Management**

Essential

* Strong leadership skills, including the ability to delegate effectively, oversee projects with clarity, and provide honest, timely feedback to staff. (A/I)
* Commitment to fostering high performance and continuous improvement within a team. (A/I)
* Visible and passionate leadership style, rooted in strong values and a commitment to equality, diversity, and inclusion. (I)
* Proven ability to prioritize key objectives and consistently deliver results. (I)
* Demonstrable contribution to equality, diversity and inclusion and embedding of such in the current or previous organisation (I)

**Criteria tested by Key:**

A = Application form

C = Certification

I = Interview

T = Test