

**JOB DESCRIPTION**

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| **Job Title** | Graduate Success Manager |
| **Service** | Careers & Student Enterprise (CaSE) |
| **Grade** | F |
| **Location** | Docklands, USS and Stratford |
| **Reporting to** | Associate Director of Graduate Success |
| **Line management for** | Graduate Success Project Manager, Alumni Career Coach, Alumni Employer Engagement Officer & additional temporary and placement staff. |
| **Key working relationships: Internal** | Directors of Careers & Enterprise, Alumni Team, CaSE, Deans and Staff within the Schools and UEL Services |
| **Key working relationships: External** | External agencies and partners. |
| **Contract type** | Permanent, Full time |

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**THE UNIVERSITY OF EAST LONDON**

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

Founded in 1898 to meet the skills needs of the 2nd industrial revolution, we are implementing [Vision 2028](https://www.uel.ac.uk/about/vision-2028) our ambitious 10-year strategy to reshape the face of education through collaborative initiatives alongside industry partners.

Our mission remains to foster inclusive pathways to career readiness for students of all backgrounds whilst driving positive change and measurable impact through our research, global partnerships, and innovative educational models.

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. As the only University in London to have achieved Silver Awards in Athena Swan Gender Equality and in the Race Equality Charter, we continue our journey to address and reduce barriers to opportunity.

**BRIEF OVERVIEW OF CAREERS AND STUDENT ENTERPRISE**

The primary function of the Careers & Student Enterprise Service (CaSE) is to support the University in the delivery of its highly ambitious graduate outcome targets through the provision

of highly integrated, holistic CaSE 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.

Working alongside the Schools, the unit directly engages with employers, local authorities and academic partners to develop and deliver employment and enterprise provision, including the embedded Mental Wealth & Professional Fitness Curriculum; development, enhancement and operation of the virtual Career Zone platform and the integrated Career Passport (including cross-University responsibility for Work-Based Learning, Coaching & Mentoring, Student Enterprise and the Temporary Staffing Agency); development, enhancement and operating the network of physical Career Zones across all three campuses; and operation of an active, engaged network of Industrial Advisory Boards across all Schools, and driving up employer and alumni engagement in the support, development and delivery of all Careers & Student Enterprise services.

**About the Graduate Success Service:**

The Graduate Success Service (GSS) was launched 2024 to provide a dedicated resource for final year students and recent graduates. In line with [Vision 2028,](https://www.uel.ac.uk/about/vision-2028) and UEL’s commitment to being a ‘Careers First’ university, GSS acts as an umbrella service incorporating the work of the Careers and Student Enterprise (CaSE) Directorate, the five Schools and the Alumni Team. The GSS acts as a single access point for careers support, undergraduate to post-graduate study and alumni services

**JOB PURPOSE**

The Graduate Success Manager will work alongside the Associate Director of Graduate Success to support the strategic development and delivery careers and enterprise services to final year students and recent graduates, contributing to the institution’s success. The role involves designing, delivering, and evaluating a programme of support to increase graduate level employment, including working with employers and internal colleagues to maximise opportunities for graduates.

**KEY DUTIES AND RESPONSIBILITIES**

* To operationalise and deliver the Institutional Graduate Employability Action plan central to the achievement of a set of KPIs regarded by the Board of Governors as of the highest importance from pre-enrolment to 15-months post-graduation, which includes strategic use of CaSE resource to increase Graduate Outcomes and support low performing programmes and students from identified priority groups
* To deliver dynamic and tailored support to graduates identified as unemployed or underemployed in the survey. This includes delivery of the Graduate Internship Scheme and Graduate Scheme
* To ensure design and delivery of a comprehensive ‘outduction’ for Level 6 students including in-person sessions, content in the Career Development Pathway and promotional events ensuring that final year students engage with the GSS for support an ‘give back’ activities
* To provide leadership at the graduation ceremonies to engage with recent graduates, update contact details and promote the GSS
* To analyse Career Readiness data from graduation ceremony registration forms in order to target appropriate support based on Career Readiness stage
* To identify good practice and trends both internally and externally and to engage productively with recognised professional associations such as HESA
* To produce reports for the service and ensure they provide meaningful MI to help Schools achieve their priorities.
* To produce weekly reporting for the Executive Board on progress of GSS and to provide regular reports to the Director of Careers and Student Enterprise based on institutional priorities and agreed KPI’s
* Build and maintain strong relationships across CaSE, Alumni, Schools, and Support Services to ensure an aligned approach to engagement and delivery of provision for graduates.
* Engage recent graduates through a dedicated series of both institution-wide and school specific events, programmes, and interventions.
* Delivery of strategic communications campaign including collection, analysis, and tracking of graduate outcomes through communication campaigns throughout the year to inform programme interventions.
* Line manage staff in the Graduate Success Service through regular 121’s, supporting their development and managing their workloads. Set clear objectives and KPIs for the team to achieve KPIs and objectives.
* Act as the key point of contact for the Graduate Success Service for graduates, academics, employers and support staff.
* Chair/attend cross-service meetings as required.
* Take a flexible approach to work (attendance at evening meetings/events will be required).
* Support the wider CaSE team to achieve the KPI’s for the department.
* To actively promote equality and diversity, in accordance with UEL’s equality and diversity policies.
* Any other duties required that are commensurate with the role as required by the line manager

The duties and responsibilities outlined above provide a general overview of the range of tasks that a Graduate Success 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.

The job description may also be updated to reflect changes in circumstances, and employees will be consulted if any amendments are required.

**All employees must adhere to all UEL policies and regulations, demonstrating a commitment to equal opportunities within a diverse and multicultural environment. Employees are also expected to actively contribute to building and maintaining a positive reputation for UEL in all their professional activities.**

**PERSON SPECIFICATION**

The University's Core [Values](https://www.uel.ac.uk/about/governance/ethical-framework) are **Passion, Inclusion, Courage**, and they are at the root of everything we do and everyone in our community is expected to demonstrate them.

The table below outlines the essential and desirable criteria required to perform the role effectively. Candidates will be shortlisted based on how closely they meet these criteria.

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| **Education and Qualifications** | **Essential** | **Desirable** |
| A bachelor’s level qualification or equivalent evidence of professional experience and profile commensurate with a management role |  |  |
| Postgraduate qualification/or professional experience at an equivalent level |  |  |
| **Experience and Knowledge** |  |  |
| * Knowledge and awareness of the broad context of Higher Education, graduate outcomes and government policy in the UK |  |  |
| * Demonstrable commitment to widening participation and increasing graduate level outcomes for students |  |  |
| * Experience of using own initiative to resolve problems and creativity to drive development |  |  |
| * Experience of the development and delivery of employment programmes |  |  |
| * Knowledge of emerging trends in the graduate job market |  |  |
| * Excellent IT skills with clear proficiency in Word, PowerPoint and Excel packages |  |  |
| Skills/Abilities |  |  |
| * Excellent interpersonal and communication skills and the ability to interact effectively with a range of stakeholders to deliver common goals |  |  |
| * Experience of data analysis and reporting to senior stakeholders |  |  |
| * Excellent project management skills, with the ability to plan, implement and evaluate initiatives |  |  |
| * Ability to plan events for students and stakeholders, making appropriate decisions concerning budgets and resources |  |  |
| * Ability to manage and motivate own team to ensure institutional objects are met through appropriate delegation, overseeing projects in a supportive manner, giving feedback about progress, and developing staff using the PDR process |  |  |
| **Other Competencies** |  |  |
| * Have a highly visible and passionate management style which is underpinned by strongly held values with respect to equality, diversity and inclusion |  |  |
| * Demonstrates a sound level of strategic thinking and planning to support the organisation’s vision 2028 strategy through deliver of their role |  |  |
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**Further Information:**

UEL is an inclusive equal opportunities employer and are proud of our Equality, Diversity and Inclusivity achievements. We expect all employees of UEL to accept our EDI policy and will not tolerate discrimination in any form. As an employee of UEL, we expect you to follow all relevant Health & Safety policies.

We're a disability confident employer and value all applications. Please let us know if you require any reasonable accommodations throughout the recruitment process.

**Last updated**: 17 July 2025