

**JOB DESCRIPTION**

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| **Job Title** | Career Zone Operations Manager |
| **Service** | Careers and Student Enterprise (CaSE) |
| **Grade**  | F |
| **Location** | Docklands/Stratford/USS |
| **Reporting to** | Director of Careers and Student Enterprise |
| **Line management for**  | Operations Team |
| **Key working relationships: Internal**  | UEL schools, services, students, external service providers. |
| **Key working relationships: External**  | External Stakeholders  |
| **Contract type/ Hours**  | 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 (CASE)**

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.

**JOB PURPOSE**

The Career Zone Operations Manager will support the Director, Associate Directors and Team managers in developing and implementing the Service strategy. You will provide operational support for the Careers and Student Enterprise team and the Career Zone spaces, to ensure service excellence and full utilisation of the Career Zones by staff, industry partners and students. As the Career Zone Operations Manager, you will work closely with Schools, Professional Services and external partners to ensure that the spaces are leveraged to support a range of activities involving students, employers and the local community. You will manage the operations team, including an Operations Officer and the on-site Career Zone Advisors, who will be responsible for managing the spaces and promoting activities and events therein.

You will ensure effective management of Service resources and the smooth operation of all of its activities, projects and initiatives. Facilitate, coordinate, plan and deploy resource requirements including managing robust budget control, monitoring Access and Participation Plan funding and managing HR processes.

You will be responsible for managing the Career Zone spaces across our three campuses, leading a frontline team of Career Zone Advisors to deliver a consistently high standard of customer service at the initial point of contact and ensure the smooth coordination of appointments and interactions. You will maintain exceptional attention to detail to uphold high standards of accuracy and quality, while demonstrating professionalism and strong interpersonal skills to build effective, collaborative relationships with a wide range of stakeholders.

**KEY DUTIES AND RESPONSIBILITIES**

**Service Executive Management Support for Director, Associate Directors and Team Managers**

* Provide professional advice and support to the senior leadership team.
* Manage all logistical, budgetary, HR and administrative functions relating to the work of the Service and Career Zone spaces, including developing and implementing policies and procedures.
* Analyse and interpret data to provide management information for the SLT. This includes data from Finance, Human Resources, Planning and other central services.
* Oversee staff recruitment and staff development for the service.
* Work with the senior leadership team to oversee and advise on the managing and enforcing of University regulations such as Financial Regulations, the Procurement Policy and HR policies.
* Act as Lead Champion for Health, Safety and Wellbeing, representing the service in various working groups.

**Management of Career Zone spaces**

* Provide operational support for the creation, day to day running and maintenance of the Career Zone spaces in Docklands, Stratford and USS.
* Work with Careers and Student Enterprise staff, Directors of Careers & Enterprise, and relevant academics to increase the use of the Career Zone facilities and meet the needs of the students, industry partners and members of the community who will be using the spaces.
* Ensure that the spaces are well utilised, well maintained and functioning in line with Health & Safety policies. Assist in the delivery of a schedule of events (CV clinics, interviews, presentations, guest speakers, hackathons, etc) to ensure that they run smoothly and according to plan.
* Manage all data relating to Career Zone activity for the relevant cross-institutional reports and manage and monitor the Career Zone budget.
* Working with teams to develop and manage the Career Zones, including securing employer partnerships and operationalising them. Supporting activities such as curated clinics, training, hackathons, mentoring and business start-up provision for residents, employers, students and investors.

**Project Management Support**

* Oversee the department’s project management framework, providing support to senior managers on its implementation and ensuring best practice throughout the service.
* Assist and support Senior Leadership team on strategic projects as required.
* To provide project management and budgetary support for projects including Access and Participation Plan, flagship and institutional events and student outreach campaigns.

**Line Management**

* Lead the Operations Team to support the Service objectives and to ensure effective service delivery across all activities, initiatives and projects.
* Ensure that regular performance development reviews and team 1-2-1s are undertaken within the team, reviewing individual and team progress and performance, embedding Graduate Success and Graduate Employability Action Plan strategies into individual performance
* To line manage temporary and project staff supporting the team during peak periods.
* Lead and support the team in developing digital literacy, adopting effective information management practices, and fostering an open information-sharing culture.
* Promote the use of productivity tools such as ERPx, Stonefish (recruitment portal), central timetabling, and the intranet, ensuring that service information remains clear, accessible, and up to date.
* Manage service purchase orders, expenses and other financial transactions in line with the University’s financial regulations.

**Other managerial duties**

* Oversee and implement Service wide systems and processes for activities including staff induction, timetabling and record keeping.
* Work with Directorate colleagues in ensuring action and tasks are completed to timeframes.
* Ensure operational activities are being managed pro-actively, consistently and effective cross working and information sharing take place across services and schools to ensure best practice and high service delivery levels.
* Ensure continuous improvement in the administrative systems and procedures.
* Undertake Risk Assessment, Health and Safety duties for the Service, as required.
* Work in accordance with the University’s equal opportunities policy.
* Attend institutional working groups, representing the service and ensuring important updates are communicated and actioned.

**Financial Responsibilities**

* Work closely with the Senior Leadership team in the preparation, forecasting, monitoring and reviewing of all budgets with due regard to Service policies, financial regulations and good practice.
* Assist Finance Managers with interpretation of monthly reports and variance analysis.
* Review and control staff costs, working in collaboration with Finance and HR regarding any changes.

The duties and responsibilities outlined above provide a general overview of the range of tasks that a **Career Zone Operations 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.

|  |  |  |
| --- | --- | --- |
| **Education and Qualifications** | **Essential**  | **Desirable** |
| A degree (or equivalent) or substantial experience in area of remit  | [x]  | [ ]  |
| A project Management qualification  | [ ]  | [x]  |
| **Experience and Knowledge** |  |  |
| Experience working at a relevant level in a HE administrative/business management capacity and experience of contributing to collaborative decisions with senior colleagues  | [x]  | [ ]  |
| Proven line management experience | [x]  | [ ]  |
| Project management and planning experience | [x]  | [ ]  |
| Financial Management:* Experience of contributing to the setting and management of budgets and financial planning, including planning resource allocation
* Understanding of procurement processes, relevant regulations and knowledge of financial systems and software e.g. ERPx
 | [x]  | [ ]  |
| Experience Managing Resources:* Oversee the effective allocation of staff, space, and financial resources, ensuring optimal utilisation to meet service and organisational priorities.
* Monitor and review resource needs regularly, making informed recommendations to improve efficiency and address emerging requirements.
* Implement systems and processes to track resource usage, ensuring transparency, value for money, and alignment with organisational goals.
 | [x]  | [ ]  |
| Good Understanding of Service Delivery: * Manage frontline service delivery for students, internal stakeholders, and external partners, ensuring a consistently high standard of service at the initial point of contact and the effective coordination of appointments.
* Develop and implement training programmes for the Operations Team to enhance their capability in diagnosing client queries and directing individuals to appropriate information and support.
* Provide expert guidance and oversight on complex student and stakeholder queries, ensuring timely and effective resolution.
 | [x]  | [ ]  |
| **Skills/Abilities** |  |  |
| Excellent verbal and written communication skills, with the ability to receive, understand and convey information that needs accurate and careful explanation or interpretation in a clear and accurate manner with a high degree of tact and diplomacy and the ability to exercise discretion in dealing with confidential or sensitive matters  | [x]  | [ ]  |
|  | [x]  | [ ]  |
| Maintain exceptional attention to detail, ensuring all work meets high standards of accuracy and quality, and demonstrate a high level of professionalism and interpersonal skills to foster strong, collaborative relationships with a diverse range of stakeholders | [x]  | [ ]  |
| Excellent organisational skills, with the ability to plan, prioritise and organise work or resources and using own initiative and creativity to resolve problems and identify practical and suitable solutions | [x]  | [ ]  |
| High level of digital literacy and IT skills including Microsoft Office, (Word, Excel, Outlook etc.), SharePoint, Web/Internet use and financial management systems. | [x]  | [ ]  |
| **Other Competencies**  |  |  |
| Commitment to and understanding of equality issues within a diverse and multicultural environment  | [x]  | [ ]  |

**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**: 08 August 2025