**Job Description: Professional Services Leadership Position**

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| **Faculty/Directorate/Service Area:** | Swansea University Employability Academy (SEA) |
| **Job Title:** | Targeted Support Placements and Guidance Adviser |
| **Department/Subject:** | Student Life |
| **Salary:** | Grade 8 |
| **Hours of work:** | Full-time 35 hrs/w |
| **Contract:** | This is a fixed term position until 31 July 2025 |
| **Location:** | This position will be based at the Singleton Campus, but some Bay Campus work will also be necessary. |

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| **Main Purpose of Post** | The main duties of the post will include:   1. Collaborate with fellow Placements and Guidance Advisers to provide comprehensive employability support, focusing on enhancing the employability of underrepresented students, including those at high risk of becoming NEET (not in education, employment, or training). This includes working towards achieving the work experience targets agreed with our funder, Medr (Commission for Tertiary Education and Research). 2. Providing impartial careers information, advice and guidance to students through 1:1 scoping and diagnostic, work experience preparation, debriefing and action planning interviews, online and in-person as required. 3. Managing student internships by carrying out induction and monitoring visits as required, completing associated paperwork especially regarding health and safety monitoring and reasonable adjustments as well as collating feedback in-line with learning/business objectives and case studies. 4. Promoting the programme to graduate recruiters and businesses, in particular local small and medium sized employers (SMEs) and negotiating appropriate work experience opportunities for students including marketing activities as appropriate, alongside the Project Co-ordinator. 5. Promoting the Programme to students and encouraging completion of employability development offerings in-line with student needs, for example, the Career Development Course (CDC), advice and guidance appointments and attendance of the bespoke employability events. 6. Raising awareness of the programme with academic and Professional Services colleagues through marketing campaigns, communities of practice, committees and developing close working relationships with employability staff within SEA and Faculties, in particular.      1. Contributing to the design and delivery of Careers Education, Information and Guidance activities in academic Faculties and Schools to better cater to students with barriers to recruitment and increase referrals to the programme from networks such as Wellbeing and Disability@campus life. 2. Utilise memberships of appropriate Swansea University networks and committees, in addition to external membership organisations, to advertise the programme to eligible students and also potential internship providers and recruiters. Network examples include Swansea LINC, 4TheRegion and the Swansea Bay Business Club 3. Provide coachingand training, one-to-one and in a group setting, via internal staff and contractors to provide sector insights, new networks and development of transferable and technical employability skills, including confidence and resilience building sessions. 4. Any other duties as may be reasonably required by the Head of SEA, or such other person as may be delegated to act with their authority. 5. To contribute to the plans and delivery of careers advice and events, and participate in University events e.g. Open Days, Induction Sessions, where necessary, including occasional weekend work. 6. To engage in relevant meetings, training and development activities, taking responsibility for updating knowledge and skills and sharing knowledge and experience to ensure the highest level of customer service. 7. To increase student engagement and promote SEA services, with NSS and Graduates Outcomes at the forefront of all activity and to offer support within SEA as required across both campuses. |
| **General Duties** | 1. To fully engage with the University’s Performance Enabling and Welsh language policies 2. To promote equality and diversity in working practices and to maintain positive working relationships. 3. To lead on the continual improvement of health and safety performance through a good understanding of the risk profile and the development of a positive health and safety culture. 4. Any other duties as agreed by the Faculty / Directorate / Service Area. 5. To ensure that risk management is an integral part of any decision making process, by ensuring compliance with the University’s Risk Management Policy |
| **Leadership Values** | All Professional Services areas at Swansea University operate to a defined set of Core Values: [Professional services values](https://www.swansea.ac.uk/the-university/values/professional-services-values/) and it is an expectation that everyone is able to demonstrate a commitment to these values from the point of application through to the day to day delivery of their roles. Commitment to our values at Swansea University supports us in promoting equality and valuing diversity to utilise all the talent that we have.  In addition you will operate to a defined set of [Leadership Values](https://www.swansea.ac.uk/media/Swansea%20University%20Leadership%20Model%202018.pdf):  **We are Professional**  We develop ourselves and our teams through continued professional development, and use feedback to improve. We create a culture that delivers successful outcomes through people, supporting, developing and challenging our teams to succeed. We involve our people in developing a vision for the future and in enabling innovation and change, improving University, team and individual performance.  **We Work Together**  We enable our teams to work together and across functions to deliver successful outcomes that exceed the needs and expectations of our customers. We are responsible for creating environments that demonstrate equality, foster trust, respect and challenge. We are accountable for providing clarity and direction, communicating the “big picture” and harnessing ideas and opportunities to achieve the University’s vision.  **We care**  We create environments that identify, understand and give priority to delivering the needs of the University Community (our students, colleagues, external partners and the public). We motive and inspire our teams to provide the highest standards of personalised care and in doing so uphold the Swansea University brand. |
| **Person Specification** | **Essential Criteria:**  **Leadership Values:**   1. Demonstrable evidence of creating a culture that delivers successful outcomes through people, developing and challenging teams to succeed and take pride in delivering professional services and solutions. 2. Ability to enable teams to work together and across functions to deliver successful outcomes that exceed the needs and expectations of customers, and in creating environments that demonstrate equality, foster trust, respect and challenge. 3. Demonstrable experience of creating environments that identify, understand and give priority to delivering the needs of the customer, and in motivating and inspiring teams to provide the highest standards of personalised care.   **Qualifications**   * An honours degree or equivalent level qualification. * A relevant professional qualification related to careers guidance (e.g. NVQ Level 4 or above in career education information and guidance in HE), working towards a qualification or relevant industry experience.   **Experience**   * Experience of providing one-to-one careers information, advice and guidance. * Experience of organising work experience opportunities in-line with best practice including risk assessment, learning/business outcomes and evaluation. * Experience of efficient, precise and well organised record keeping and working accurately with attention to detail; ideally using careers/employability centric software. * Evidence of managing or supporting employability events such as employer engagement events and skills workshops. * Evidence of working towards the improvement of league table positions (e.g. Graduate Outcomes, NSS) or similar, ideally in a higher education setting. * Experience in creating or working alongside marketing/support/agency staff to create appropriate resources through various media e.g. student information leaflets and videos.   **Knowledge and Skills**   * Good knowledge of current issues in Higher Education and Higher Education Careers/Employability work (including graduate employability). * Extensive experience of using multiple IT/digital technology platforms, including Microsoft Office (e.g. Word, PowerPoint, Excel and Outlook), AI platforms such as Shortlist.me and CareerSet, social media and the ability to collate, analyse and present written and numerical information to a high standard. * Ability to work effectively on own initiative as well as a member of the team and to develop close and effective working relationships with academic and Professional Services colleagues from across the University and from a wide range of professional backgrounds. * Proven experience of working under pressure. * Effective organisational skills and demonstrating evidence of excellent time management skills. * Excellent interpersonal and communication skills, both written and verbal as well as experience in report writing. * The ability to (occasionally) travel to events and meetings within the UK.   **Desirable Criteria:**   * Ability to communicate fluently in Welsh * Experience of working in Higher Education in a student facing capacity |
| **Welsh Language Level** | Level 1 – ‘a little’ - pronounce Welsh words. Able to answer the phone in Welsh (good morning / afternoon). Able to use very basic every-day words and phrases (thank you, please etc.). Level 1 can be reached by completing a one-hour training course.  For more information about the Welsh Language Levels please refer to the Welsh Language Skills Assessment web page, which is available [here](https://www.swansea.ac.uk/welsh-language-standards/compliance/recruitment/). |
| **Additional Information** | Informal enquiries: Lucy Griffiths, Head of SEA lucy.j.griffiths@swansea.ac.uk  A satisfactory DBS certificate must be provided before a start date can be confirmed |

  