

Job pack

Message from the President and Principal

Thank you for your interest in this role and in Queen Mary University of London. Working at Queen Mary means being part of a unique, world-class global University with a long, proud and distinctive history.

Our founding institutions, the London Hospital Medical College, St Bartholomew's Medical College, Westfield College and Queen Mary College, were founded to provide hope and opportunity for the less privileged and otherwise under-represented.

Today, we remain true to the vision of our founders by continuing to improve lives locally, nationally and internationally through the seamless combination of our world-leading strengths in education and research.

The Queen Mary community – our staff, students and alumni – is the heart and soul of our University. We are proud to provide an inclusive and nurturing environment so that staff and students from all backgrounds can develop, flourish and achieve their full potential.

I look forward to welcoming you to our unique University and working with you to realise our ambitions.

Professor Colin Bailey, President and Principal



Our strategy 2030

In 2019, Queen Mary University of London launched a bold new Strategy with the vision to open the doors of opportunity. By 2030, we will be the most inclusive university of its kind, anywhere. We are doing this by building on our existing cultural diversity to create a truly inclusive environment, where students and staff flourish, reach their full potential and are proud to be part of the University. Continuing our long tradition of commitment to public good, we will generate new knowledge, challenge existing knowledge, and engage locally, nationally and internationally to create a better world.

We have five core values that will help us to reach this goal:

We are **inclusive**, supporting talented students and staff regardless of their background, and engaging with our local and global communities.

We are **proud** of the difference we can all make when we work collectively.

We are **ambitious**, fostering innovation and creativity, disrupting conventional thought, and responding with imagination to new opportunities.

We are **collegial**, promoting a strong community through openness, listening, understanding, co-operation and co-creation.

We are **ethical**, acting with the highest standards, and with integrity, in all that we do.

To enable our staff to flourish and to reach their full potential throughout their employment at Queen Mary, we offer a range of benefits:

Staff benefits

- Annual leave – the full-time annual leave entitlement is 30 working days (not including bank holidays).
- [Season ticket loan scheme](#)
- [Pension scheme](#)
- [Reward and recognition schemes](#)
- [Staff Networks](#)
- [Cycle to work scheme](#)
- [Qmotion sport fitness centre](#)
- [Employee Assistance Programme](#)
- [Family friendly policies](#)
- [Flexible working practices](#)

Job description

| Job details | |
|---------------------------|---|
| Job title | Director of Careers and Employability |
| Department | Careers and Employability, Student Experience Directorate |
| Reports to | Director of Student Experience |
| Grade and salary | Professional, Off-scale, £78,029 - £85,510 per annum |
| Hours per week | Full-time |
| Appointment period | Indefinite |
| Current location | Mile End Campus |
| Work activity type | Professional Services: Senior Management |

Job context

Careers and Employability are committed to developing the employability of Queen Mary University of London (QMUL) students and graduates by helping them to acquire the skills and experience necessary to progress successfully to graduate-level employment, enterprise and/or further study. We work to improve Graduate Outcomes and fulfil QMUL's strategic ambitions and employability targets by supporting delivery of the university's Employability and Graduate Skills Strategy.

We are a team working with various professional services teams and academic departments and providing services to undergraduates, postgraduates and graduates for up to three years post-graduation. Within our service, our teams work collaboratively as School Partnership Teams. The key teams are: Careers Education, Advice and Guidance, Employer Partnerships and Experiential Learning, and Careers and Employability Data and Delivery.

Job purpose

The Director will lead the Senior Management Team - Head of Careers Education, Advice and Guidance, Head of Employer Partnerships and Experiential Learning, and Head of Careers and Employability Data and Delivery - and contribute to the strategic direction, leadership and operational management of Careers and Employability to ensure that all aspects of the Service are aligned to the core institutional mission and strategic aims of Queen Mary 2030 and the Employability and Graduate Skills Strategy.

The Director of Careers and Employability is charged with supporting the delivery of the Employability and Graduate Skills Strategy. This will be done in conjunction with academic leadership. Accountability for the Graduate Outcomes Survey results rests in Schools, overseen by Faculties, but Careers and Employability will play a key role in supporting them in doing so. The Director will oversee implementation of various activities and services, ensure that School Partnership Agreements are suitably ambitious and socialised to monitor their impact and make interventions where necessary. Therefore building strong relationships across academic leadership roles is vital.

Main duties and responsibilities

- To provide leadership for the Careers and Employability team and strategic direction for Queen Mary's approach to employability, acting as the lead professional expert on employability and careers matters across the university.
- The postholder will be responsible for overseeing progress against relevant objectives in the Employability and Graduate Skills Strategy and any other strategies in support of Strategy 2030 and beyond. This will include working closely with academic leadership to ensure clarity over roles and responsibilities and reporting progress through relevant Committees and Boards.
- Ensure the service works collaboratively with academic schools and other professional services teams to develop and implement local School Partnership Agreements in support of the Employability and Graduate Skills Strategy. This work will involve understanding both the needs of a wide variety of disciplines and the needs across a highly diverse student population.
- To maintain and develop robust service standards for Careers and Employability to ensure consistently high levels of services across all areas of the team. Clearly articulate these standards to different audiences including potential students, current students, alumni and the University as a whole.
- Ensure the service is benchmarked against the sector and that the service delivery is responsive to the changing needs of students and the graduate labour market. Ensure professional standards are maintained and development, for example through the use of matrix accreditation.
- To provide expert advice to the University on the fields of graduate careers, employability and the graduate labour market. Advise the University on trends in both the national and global labour market trends. Provide expert insight into the development of employability skills through the different stages of students' progression through university and beyond.
- Manage the resources allocated to Careers and Employability in a robust but flexible way ensuring the equality of student experience across the university whilst encouraging innovative discipline-based approaches where needed. Ensure that budgets are delivered on target and develop longer term resourcing plans in line with the University's wider 2030 strategy. Evaluate and reconsider team structures to ensure alignment with the strategic needs of the University.
- Develop and deliver strategies to meet the university's Access and Participation Plan objectives including working closely with Faculties and professional services teams to ensure the services meets the needs of all student groups.
- Regularly analyse data regarding student employment outcomes and provide reports to the Senior Executive Team on performance in these data. Develop plans in response to data and other feedback mechanisms.
- Work with QMSU (Queen Mary Students' Union) and ensure a strong relationship with the wider student body including the co-creation of services where appropriate.

- Develop and implement strategies to maximise outcomes from the Graduate Outcomes Survey (and equivalents) and producing reports on the analysis of the survey, and impact on future School Partnership Agreements.
- Champion digital innovation, AI and personalised support, enhancing student experience and improving graduate success through technological enhancements to services.
- Represent the University at, and taken an active role in, external events and national networks such as the Graduate Futures Institute and other relevant bodies. Take an active role in these networks and translate activity from network participation into local policy and practice.
- Participate in wider University duties as expected of a senior member of staff. Examples include participating in HR panel hearings, supporting wider University strategy initiatives, understanding the wider context of the University and the sector, participating in duties that involve all Professional Services staff (such as student recruitment, clearing, student welcome, emergency response activities).

The above list of responsibilities is not exhaustive, and the jobholder may be required to undertake other duties commensurate with the level of the role as reasonably requested by their line manager.

This job description accurately reflects the duties and responsibilities of the role at the time the job description was written. These duties and responsibilities may change over time without significantly impacting on the character of the role, the overall level of responsibility, or its grade.

Depending on strategic or operational needs, the jobholder may in the future be required to work for another existing or new organisational unit and/or at a different site within Queen Mary. This may be on a temporary or indefinite basis and may involve a change in line management and / or regularly working at more than one site.

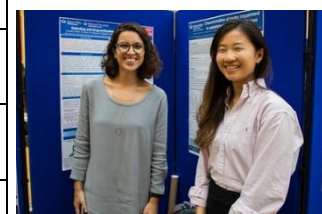
Person specification

This table lists the essential and desirable requirements needed in order to perform the job effectively. Candidates will be shortlisted based on the extent to which they meet these requirements.

Essential: Requirements without which the job could not be done.

Desirable: Requirements that would enable the candidate to perform the job well.

| Qualifications | Essential | Desirable |
|--|-------------------------------------|-------------------------------------|
| Educated to degree level or equivalent level of qualification | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| Experience/Knowledge | | |
| Experience in a higher education environment, preferably in relation to student employability or skills development. | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| Knowledge and experience of delivering cross-institutional higher education projects | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| Knowledge of curriculum quality assurance and approval processes | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| Proven success in building effective and sustainable relationships with high level stakeholders | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| Experience of managing projects, including associated timelines, budgets, delegated tasks, and evaluation plans. | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| Experience of communicating effectively with a wide variety of stakeholders, determining the most effective methods for each situation, with excellent written and verbal communication skills | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| Evidence of collaborative working within a complex organisational setting | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| Experience of problem solving and responding flexibly to planning and change. | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| Experience of effectively managing and reporting on budgets | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| Knowledge and understanding of graduate employability and the role it plays in the regulation and perception of quality and performance in Higher Education. | <input checked="" type="checkbox"/> | |
| Skills/Abilities | | |
| Ability to successfully develop and manage multi-stakeholder projects and associated resources. | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| Strong interpersonal skills including a track record in establishing effective relationships with both internal and external stakeholders | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| Ability to think strategically as well as provide advice and support on operational issues. | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| Demonstrable influencing, persuasion and negotiation skills | <input checked="" type="checkbox"/> | |
| Tenacity and drive to achieve outcomes despite challenges, and to respond confidently and positively in difficult situations | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| Excellent verbal and written communication and presentational skills | <input checked="" type="checkbox"/> | <input type="checkbox"/> |



| | | |
|--|-------------------------------------|--------------------------|
| Evidence of an enterprising and continuous improvement mindset, always seeking opportunities to understand personal impact and improve practices. | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| Ability to organise own workload and work on own initiative, to multitask, and to juggle competing pressures, deadlines and demands, in order of priority | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| Analysing and interpreting data (Including Graduate Outcomes and other relevant employability data) using it to inform strategic developments, producing complex reports and delivering briefings to others. | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| A strong commitment to the values of equality and diversity. | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| IT skills; competent use of Microsoft Office, Email, Internet, and the ability to manage complex information via a database. | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| Other | | |
| *The ability to meet UK 'right to work' requirements. | <input checked="" type="checkbox"/> | <input type="checkbox"/> |

* The University has a legal responsibility to ensure that all potential employees can provide documentary evidence of their legal right to work in the UK prior to commencing employment.

Visa Sponsorship

For those who do not have a right to work in the UK, the University is a UKVI licensed sponsor and is able to issue a Certificate of Sponsorship (CoS) to successful candidates who are offered skilled roles and meet the eligibility criteria. The CoS enables candidates to apply for a Skilled Worker visa. Further information on the Skilled Worker visa can be found via: www.gov.uk/skilled-worker-visa

Global Talent Visa Route

The Global Talent visa is an alternative route to sponsorship, directly applied for by the applicant. It is open to those wishing to work in the UK and who are a leader or potential leader in the fields of academia or research, arts and culture, and digital technology. Further information on the Global Talent Route can be found via: <https://www.gov.uk/global-talent>

For **additional** information on both visa sponsorship and non-sponsorship **visa** routes, please visit the UK Visas and Immigration website: <https://www.gov.uk/browse/visas-immigration/work-visas>

Academic Technology Approval Scheme (ATAS)

Academics and Researchers applying for Skilled Worker visas and Sponsored Researchers applying for Government Authorised Exchange visas who will be undertaking research activities, at PhD level or above, in the one of the ATAS listed subject areas will be required to obtain an ATAS certificate before they can apply for a visa to work in the UK.

Exemptions will exist for nationals from the EEA, Australia, Canada, Japan, New Zealand, Singapore, South Korea, Switzerland and USA and those applying for Global Talent Visas. For further information on this, please visit the UK Visas and Immigration website: <https://www.gov.uk/guidance/find-out-if-you-require-an-atas-certificate>



EDI Initiatives

Queen Mary is committed to advancing Equality, Diversity and Inclusion (EDI). We hold a Silver Institutional [Athena SWAN](#) award for advancing gender equality and champion a number of [EDI initiatives](#) across the University. We also offer a number of development programmes including [Springboard](#), [Aurora](#) and [B-MEntor](#).

We are committed to championing EDI relating to all protected characteristics and other underrepresented and marginalised groups under the Equality Act 2010. We offer 'Introducing Inclusion' training for staff to give them an understanding of EDI related issues and provide them with the tools needed to champion inclusivity and embed best inclusive practice in all the work they do. EDI is built into everything we do at Queen Mary, and is championed through a well-established governance structure. If you are interested in learning more about Equality, Diversity and Inclusion at Queen Mary and how to get involved then please contact hr-equality@qmul.ac.uk.

Flexible Working

Queen Mary is proud of the diversity of its staff and students. We encourage inclusive practices in everything that we do, to ensure that everyone who works here feels valued and enabled to have a positive working experience. We are therefore open to considering applications from candidates wishing to work flexibly, balanced against business need. Our [Flexible Working Policy](#) includes examples of some of the flexible working arrangements that could be considered. If you feel that this is something that may be of benefit to you, please do ask.

Family Friendly Policies

Queen Mary recognises the commitments that staff have to their family and the importance of work-life balance. To support this Queen Mary offers a range of [family friendly policies](#) with enhanced rates of pay available for family-related leave, following a qualifying period of service.

Further Information

Details about the school/Department/Institute can be found at:

www.qmul.ac.uk/careers/

Informal enquiries should be made to:

Name: Judith Baines, Head of Careers and Enterprise

Email: j.baines@qmul.ac.uk

General Information

Please note that we advertise our salaries on a range to indicate the trajectory of progression that can be made. Appointments are usually made at the start of the salary range. The Queen Mary salary structure includes automatic pay progression within the published grades, subject to service, funding and performance. In addition to this, there are performance related annual pay review schemes in place.

