## JOB DESCRIPTION

<table>
<thead>
<tr>
<th>Job Title:</th>
<th>Head of Placement &amp; Student Experience</th>
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<tbody>
<tr>
<td>Department / Unit:</td>
<td>Careers &amp; Employability Service</td>
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<tr>
<td>Grade:</td>
<td>RHUL 8</td>
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<td>Accountable to:</td>
<td>Director of Careers &amp; Employability</td>
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### Purpose of the Post

The Careers & Employability Service is responsible for delivering a wide range of employability services to all students and all academic departments of Royal Holloway to improve student satisfaction and graduate destinations. It is a core service provider in the new Library and Student Service Centre. The service delivers over 20,000 employability interventions through an annual programme of on campus employer events, vacancy sourcing and promotion, organisation of work-based learning, targeted careers delivery in all academic departments, the new Careers Centre in the library & Student Services building, and through leadership and co-ordination of the Royal Holloway Passport Award and targeted activities with the SU.

The Head of Placement & Student Experience is a pivotal leadership and management role in delivering an effective and strategically aligned Careers & Employability Service

The main responsibilities of the post are:

- To provide strategy and leadership of the delivery of work-based learning opportunities for Royal Holloway students
- To deliver excellence in the management of student traffic and first contact student experience in the Careers Centre in the new Library and Student Services Centre, our online environments and the Royal Holloway Passport
- To develop a relationship strategy with key employers with a focus on expanding and improving our work based learning in the curriculum

### Key Tasks
1. **Lead, develop and coordinate work-based learning strategy aligned to students, targeted by academic disciplines**
   - Consult on a strategy of placement and work shadowing schemes embedded in the curriculum to support positive Graduate Destination and TEF outcomes, with input from academic departments and career consultants.
   - Lead the development and delivery of these schemes in partnership with academic departments
   - Build strategic relationships with national and local employers to deliver this vision
   - Work with Deputy Director of Careers & Employability to ensure that best education outcomes to the greatest possible number of students is delivered as part of the work-based learning programmes
   - Ensure robust delivery of work-based learning with well-documented processes and procedures and timely quality checks
   - Ensure alignment with the latest legislative developments on internships, placements, work experience and minimum wage. Brief colleagues on legislative requirements and changes.
   - Lead the evaluation and review process, monitoring participation rates, student and employer feedback and eventual graduate destinations performance
   - Create reports summarising activities, identifying and analysing trends, and produce Key Performance Indicator reports for senior management.
   - Design and deliver training for students, careers colleagues and academics

2. **Manage and improve the delivery of first contact student experience**
   **A) Face to face service in the new Careers Centre**
   - Review work flows and processes for the student traffic management of the Careers Centre space and its high volume usage as required
   - Review methodology and schedules so that student enquiries, booking and referrals are handled optimally as required
   - Ensure the Careers Service student experience team have the capacity to handle high volume and innovate in service delivery
   - Develop and review new methods for obtaining student feedback and input into service creation
   - Lead partnership with the Student Service Centre in ensuring combined good student experience

   **B) First contact student experience with online careers channels**
   - Review, analyse and prioritise improvements in the student experience in the following online environments:
     - Student facing sections of the Careers & Employability website
     - Online booking of careers appointments
     - Online queries by Footprints and the Careers Service Management System
     - Passport inbox and student-facing Passport portal

   **C) For all first contact student-facing careers operating environments:**
• Set service standards for excellent student service
• Monitor performance in terms of both quantity and quality of transactions
• Implement continuous quality improvement
• Create reports summarising activities, identifying and analysing trends, and produce Key Performance Indicator reports for senior management.

3. **Act as student experience quality champion for the whole Careers & Employability service**
   • Review student satisfaction monitoring process for all student touch points in Careers & Employability as required
   • Undertake quality audits of sub-streams of student facing activity
   • Lead on service-wide quality accreditation for student facing work
   • Benchmark against institutional competitors
   • Brief the Director of Careers & Employability on changes in student attitudes and behaviour
   • Design training relevant to the Careers Service front desk for the whole Careers team

4. **Act as institutional expertise on work based learning**
   • Keep up to date on the relevant legislation
   • Advise academic departments, professional services and the SU on best practice in terms of work based learning
   • Brief the Director of Careers & Employability on relevant changes in regulation and their implications

5. **Lead and manage the Placement & Student Experience team**
   • Recruit, induct, train and appraise staff
   • Build a culture of team continuous quality improvement and innovation
   • Ensure effective cross-disciplinary working with the other teams in Careers & Employability
   • Manage and monitor workloads and evaluate and negotiate resource requests from other departments

6. **Budget management**
   • Manage the budget for Placement & Student Experience team
   • In partnership with Development, manage the externally funded work experience support and Santander funds

7. **Act as a member of the senior management team of Careers & Employability. As required deputise for the Director of Careers & Employability and represent them at meetings. Collaborate closely with Head of Operations and Employer Programming and the Deputy Director of Careers and Employability to ensure the operational smooth running of all Careers & Employability activities.**

8. **As part of The Careers Group, University of London and the Association of Graduate Careers Advisory Services (AGCAS) participate in meetings, events, training and cross college projects appropriate to grade.**
9. All the members of Careers are expected to work as a team and to assist with other duties which are commensurate with the grade as required by the line manager or Head of Department.

Other Duties

The duties listed are not exhaustive and may be varied from time to time as dictated by the changing needs of the College. The post holder will be expected to undertake other duties as appropriate and as requested by his/her manager.

The post holder may be required to work at any of the locations at which the business of Royal Holloway is conducted.