Thank you for your interest in the position of Senior Head of College Careers Service - Head of Royal Holloway, University of London Careers and Employability at The Careers Group, University of London. This pack contains all the information you will need to apply. If you find any information missing or have any queries about applying, please contact the University of London Recruitment Team on ulrecruit@london.ac.uk. For more information on our activities, you may wish to visit our website www.careers.lon.ac.uk.

For more information about Royal Holloway, University of London and the post, please contact Robert Hall, Director of Academic Services at r.hall@rhul.ac.uk.

For an informal discussion about the post in the context of The Careers Group, please contact the Director of the Careers Group, University of London, Dr. Bob Gilworth at bob.gilworth@careers.lon.ac.uk.

This pack contains:

- An overview of The Careers Group
- An overview of Royal Holloway Careers Service
- Job Specification
- Remuneration and Benefits

To apply for this position, please visit www.london.ac.uk/jobs and upload your CV and covering letter.

The extended deadline for applications is midnight on Monday 6 May 2019. We regret that we will be unable to consider late applications.

Interviews will be conducted on Friday 24 May 2019, at Royal Holloway, University of London. Please make sure you are available to attend.

Please note that it is rarely possible for us to contact unshortlisted candidates, which means that feedback is not usually available at the shortlisting stage of the selection process.

We look forward to receiving your application!

The Careers Group, University of London is an equal opportunities employer.
An overview of The Careers Group

The Careers Group, University of London was established over 100 years ago and is the largest network of higher education careers services in Europe. Its mission is as follows:

*Our Group exists to make each of our member services the best that it can be strategically and operationally in the context of its institution and to ensure that each service is demonstrably better as a member of the group than it would be if it were not.*

*As a collective, our Group will be highly visible as thought and practice leaders in higher education careers and employability nationally and globally. In turn, the leading edge thinking and practice will enhance delivery in member services and bring reputational benefits to the University of London centrally and to member institutions.*

The Careers Group, University of London is an expertise-led, collaborative membership organisation, set up to serve predominantly, but not exclusively, the member institutions of the University of London. The Group comprises the careers services of City University London, The Courtauld Institute of Art, Goldsmiths University of London, King’s College London, the London School of Hygiene & Tropical Medicine, Queen Mary University of London, Royal Holloway University of London, the Royal Veterinary College, SOAS, St George’s Medical School, St Mary’s University and UCL. There is additional provision for the School of Advanced Study, the Institute of Cancer Research, Glasgow Caledonian University London, technē and University of London Worldwide. All the institutional services are closely aligned to the learning and teaching, student experience, employability and enterprise strategies of the institutions that they serve.

The Group HQ is at Senate House and contains the Director’s office and a small central team which supports the institutional services by coordinating recruitment and resourcing, providing training and professional development, supporting research and evidence-based practice, overseeing the creation and curation of shared resources, and undertaking special projects on behalf of member services and the Group as a whole. Senate House is also the base for the Head of College Careers Services for the smaller specialist institutes of the university.

The group has over 260 staff and serves a population well in excess of 150,000 students, researchers and graduates.
Royal Holloway, University of London: Careers Service Profile

Royal Holloway, University of London is a world-class institution in the top 25 universities in the UK. The university has over 10,600 students based on a parkland campus near the town of Egham in Surrey less than 20 miles from central London. The Careers Service is responsible for providing high quality advice, information and inspiration to all of our students and for graduates for up to two years post-graduation. The Head of Service leads a senior management team consisting of a Deputy Head, a Head of Employer Engagement and a Head of Operations. The Careers Service team comprises 15 members of staff across a range of sub-teams including careers consultancy and education, information and operations, and employer engagement and internships. The service moved into purpose built accommodation in the university’s new Emily Wilding Davison Building at the heart of campus in 2017. This building is also the home for the Library and the Student Services Centre together with Café on the Square.

The Head of Service has overall responsibility for the strategic and operational running of the service, its institutional reputation, and its relationship with all stakeholders, including students, employers, alumni, academic and professional services staff and senior management. The Service organises comprehensive programmes of careers education within Schools and Departments, alongside a large central programme of fairs, seminars, forums and presentations – often supported and co-delivered by employers and alumni. The Service also manages successful and award winning internship schemes with a wide range of employers.

The careers consultants deliver one-to-one guidance and interview coaching to students and graduates. This service is supported by application advisers recruited to meet an increasing student demand. The university recently launched its new Careers Aspiration Strategy: E² which is based on the three stages Evaluate, Explore and Enact. Consultants work in partnership with Schools and Departments and other Professional Service teams to support the development and implementation of this strategy and related bespoke careers education programmes. The Careers Service has also developed Partnership Agreements with a number of Departments which formalise the Careers Development Plans agreed between the Department and the Service.

The Careers Service is part of the Academic Services Directorate and is part of an emerging Student Opportunities division within it. Student Opportunities encompasses the university’s volunteering activities, co-curricular learning and other initiatives designed to enhance the employability of our students as well as the Careers Service itself. The Head of Service is expected to advise the university on employability-related issues, and is required to report regularly to senior management on a variety of committees and boards. The Head of Service also contributes to university responses to consultations on national issues in which the service has an interest. Royal Holloway attracts many major employers of graduates, and the university has a good employment record with 94% of its UK graduates with a first degree and who were available for work in employment or further study within six months of graduation. Ensuring continuity of contacts with employers and stakeholders is a key task for the Head of Service as is monitoring labour market trends and policy developments.
Recent developments include:

- Equipping all personal tutors to have a careers discussion with tutees on a regular basis and rolling out a set of toolkits to all staff (academic and professional services) in order to help them support students in their careers choices.
- Organising 2-4 week micro-placements for our undergraduate students in academic departments. The scheme has a very wide reach with over 120 placements sourced.
- Introducing a careers survey at yearly course re-enrolment enabling the collection of meaningful data on the career readiness, work experience and sector interests of the vast majority of students at all levels.
- Developing (and managing from its launch), the Royal Holloway Third Year Out initiative. This will enable many more of our students to take a year out between their second and third years and is designed to have a positive effect on their employability.
- Retaining Matrix accreditation jointly with the other members of the Careers Group.
**JOB SPECIFICATION**  
**As at** March 2019

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<td>Section The Careers Group</td>
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<tr>
<td><strong>Job Title</strong></td>
<td>Head of Royal Holloway Careers Service (Senior Head of College Careers Service, SHCCS)</td>
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**Job Summary**

Heads of institutional Careers Services lead the on campus careers services and manage the strategic relationship between the member institution and The Careers Group. In doing this, they oversee both the implementation of a shared service agreement between the University of London and the member institution and the deployment of local resources within the member institution.

Within the structure of The Careers Group, University of London, the leaders of our largest services (currently, UCL, King’s, QMUL, Royal Holloway and Goldsmiths) are designated Senior Heads and this is one of those posts.

Post holders are the strategic and operational leaders of the on campus Careers Service of the member institution. They are also the chief internal advisers to the senior management of the institution on careers and employability matters and full and active members of the collective Senior Management Team (SMT) of The Careers Group.

Post holders will have lines of accountability to designated senior staff within the member institution and direct accountability to the Director of The Careers Group, who is the line manager of the post holders as employees of the University of London and members of The Careers Group SMT.

In pursuit of The Careers Group mission and institutional strategy, the post holder is required to optimise the benefits of The Careers Group membership in the development and delivery of on campus careers and employability provision for which they are responsible. Equally, the post holder is required to contribute significantly to The Careers Group thinking on continually enhancing the benefits of membership and contributing to the collective direction of The Careers Group as the largest HE Careers Service in the world. The post holder will make an active contribution to the outward-facing mission of The Careers Group to be thought and practice leaders in HE careers and employability and to translate that into developing their institutional service.

Careers Service teams within The Careers Group are made up of varying proportions of University of London employed staff (Careers Consultants, Senior Careers Consultants, Team Leaders, Deputy Heads and Heads) and staff employed directly by the member institution in key functions such as Information, Employer Engagement, Placements, Enterprise, Skills Awards, Volunteering and Community projects, Data Analysis and service Operations and Administration. All functions are crucial to the success of modern careers services, all staff are members of The Careers Group and the Head has management responsibility for the whole team (though some line management will be delegated, especially in larger services).
Job Content

Duties will include:

1. Acting as the lead professional expert on careers and employability matters to the benefit of the whole Royal Holloway community.
2. Working closely with relevant senior academic and professional services leads to enhance the employability of Royal Holloway graduates.
3. Implementing, monitoring and developing the Royal Holloway Careers Aspiration Strategy.
4. Leading the university Careers Service team (through delegated line management and a local management team), taking overall responsibility for all relevant resources, including local operating budgets.
5. Managing and ensuring the delivery of the employability benefits of the Royal Holloway Year Three Out initiative.
6. Being a member of the collective Senior Management Team of the Royal Holloway Academic Services Directorate and of The Careers Group, University of London, contributing appropriately to collective and collaborative planning and decision making.
7. Taking a creative and entrepreneurial approach to securing and deploying additional resources to support the implementation of the university’s Careers Aspiration Strategy. Take a similar approach to configuring new and existing resources to generate strategic capability.
8. Ensuring that the collaborative and central benefits of The Careers Group membership are optimally configured and demonstrated at Royal Holloway.
9. Take the lead on a share of The Careers Group projects and initiatives (for example acting as SMT sponsor for cross group teams and projects).
10. Take part in the central recruitment, selection and development of Careers Consultants.
11. Ensure that the work of the service complies with relevant quality standards including but not necessarily limited to, the Matrix standard via The Careers Group.
12. Represent the university and The Careers Group in national networks such as AGCAS.
13. Foster an international outlook in the service team in line with the positioning of the university and The Careers Group as global players.
14. Other duties commensurate with the grade of the post as agreed between the Director of the Careers Group and the Director of Academic Services at Royal Holloway.

Person Requirements  (E = Essential, D = Desirable)

Experience
- Significant (2 years minimum) experience in Higher Education careers and employability work - E
- Leadership/management experience gained in any sector - E
- Experience of leadership/management in HE careers work or substantial management experience of management/leadership in careers work outside HE - D
- Professional experience in another sector employing graduates - D

Educational and Professional Qualifications
- First degree - E
- A post graduate qualification in careers guidance - D
- A post graduate management qualification - D
Special demands of the role
The ability to work flexibly under pressure

Knowledge/skills
Demonstrable understanding of strategic issues relating to student and graduate careers and employability - E

Highly developed written and oral communication skills - E

The ability to present in an engaging and credible fashion to a variety of audiences - E

Understanding of and empathy with, the hopes and aspirations of university students - E

Understanding of the graduate opportunity structure - E

A commitment to evidence based practice, with the ability to identify, analyse, explain and act upon relevant data - E

The ability to lead and inspire teams of staff - E

A team player - E

Financial literacy - E

A creative and innovative approach to generating and deploying resources - E

Political awareness and the ability to "manage up" - E

Commitment to excellence, quality assurance and continuous improvement - E

Understanding of the international dimension of higher education - E
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<td>Organisational commitment</td>
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<td>Resilience</td>
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<td>Problem solving, planning and decision making</td>
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<td>Creativity and innovation</td>
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<td>Striving for excellence</td>
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<td>Self-development and commitment to learning</td>
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<td>Leadership</td>
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Please see the University of London Competency Model here: [https://london.ac.uk/sites/default/files/governance/Universtiy-of-london-Competency-Model.pdf](https://london.ac.uk/sites/default/files/governance/Universtiy-of-london-Competency-Model.pdf)
Remuneration and Benefits

Position
Senior Head of Careers Service, Royal Holloway

Location
Heads of College Careers Service are located at all member institutions of The Careers Group, University of London. The current vacancy is at Royal Holloway, University of London, located in the Emily Wilding Davison Building, Egham, TW20 0EX.

Hours
35 hours per week, Monday-Friday with a one-hour unpaid lunch break. AMP staff may, however, be required to work before or after their standard hours. Where members of staff need to work before or after normal hours no extra payment is generally allowed.

Salary
Salaries for senior positions are set by negotiation and will be offered subject to the skills and experience of the successful candidate.

Annual Leave
Annual leave is generous. In addition to the basic leave entitlement of 30 days plus public and bank holidays, there are several University days around Easter and Christmas (when the central University of closed) on which staff do not work. This always includes the time between Christmas and the New Year.

Cycle and Computing Scheme
A salary sacrifice scheme is available for computer and technical products on a 12-month repayment plan. We also offer a Cycle scheme that offers Tax and National Insurance savings.

Courtauld Gallery
Staff are entitled to free entry to the Courtauld Gallery. The Courtauld houses one of the World’s finest collections of art, including famous Impressionist and Post-Impressionist masterpieces, and an acclaimed programme of temporary exhibitions.

Eye Examinations
Staff using display screen equipment are entitled to regular eye examinations paid for by the University.

Flexible working
The University will give equal consideration, and will not unreasonably refuse, any request made to adapt working patterns and regimes to meet changes in personal and domestic circumstances. In addition, the University shall give reasonable consideration to any request made to vary normal working hours to meet an employee’s religious or cultural needs or obligations.

Pension Scheme
The University operates occupational salary pension schemes – the Universities Superannuation Scheme (USS), applicable to staff in academic and related grades, and the Superannuation Arrangements of the University of London (SAUL) for other staff.

Season Ticket Loans
Permanent staff may apply for an interest-free loan to cover the cost of an annual standard class travel season ticket between home and work.
**Senate House Library**
Staff may apply for membership of the Senate House Library. The Library constitutes one of the largest humanities and social science-focused libraries in the UK and it includes many collections of national and international importance.

**Staff Association**
The University of London has a staff association. There are several clubs and societies within the association, including a choir and a wine tasting club.

**Staff Development**
The Careers Group takes professional development very seriously. The Careers Group has a dedicated Professional Development Unit offering a termly programme of relevant courses. The University of London Staff Development Unit also runs courses covering IT skills and professional skills such as time management and giving presentations.