JOB DESCRIPTION

<table>
<thead>
<tr>
<th>Job Title:</th>
<th>Head of Careers</th>
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<tbody>
<tr>
<td>Department / Unit:</td>
<td>Student &amp; Academic Services</td>
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<tr>
<td>Job type</td>
<td>Full Time, Permanent</td>
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<td>Grade:</td>
<td>9</td>
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<tr>
<td>Accountable to:</td>
<td>Director of Student &amp; Academic Services</td>
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<tr>
<td>Accountable for:</td>
<td>Careers Service Teams</td>
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**Purpose of the Post**

The Head of Careers leads the careers service teams and manages the relationships between the institution and key external stakeholders.

The post holder will manage teams covering Careers Consultancy, Employer Engagement & Events, Placements and Volunteering. They will be committed to continual professional development, remaining abreast of relevant developments in the sector, through research and attendance at conferences and training events as appropriate, and sharing this knowledge with colleagues.

The post holder will make an active contribution to the outward-facing mission of the Service to be horizon scanning and embracing the changing nature of careers and employability post-pandemic, to translate that into developing the provision of services at Royal Holloway.

**Key Tasks**

- Act as the lead professional expert on careers and employability matters to the benefit of the whole Royal Holloway community.

- Work closely with relevant senior academic and professional services leads to enhance the 'graduate outcomes' of Royal Holloway graduates, ensuring that academic teams are successful in extracting careers through the development of the curriculum.

- Implement and monitor the Royal Holloway strategic plan for employability.

- Lead the team (through delegated line management and a local management team), taking overall responsibility for all relevant resources, including operating budgets. Identify appropriate Performance Indicators (PIs) and service benchmarks for the Careers team, ensuring that effective systems are in place for monitoring and reporting on these
- Oversee the provision of professional advice, training and education in all employability support areas to enable Careers staff to be empowered to make changes to deliver value for money and to deliver a culture of continuous improvement.

- Take a creative and entrepreneurial approach to securing and deploying existing and additional resources to support the implementation of the College's strategy.

- Manage and ensure the delivery of the employability benefits of the Optional Placement Year

- Build relationships with employers which have a positive impact on the perception of Royal Holloway as an institution which adds value, creates high quality graduates and changes people's lives.

- Ensure that the student experience when engaging with Careers services is excellent through the use of feedback loops and customer engagement to drive continuous improvement and innovation in the services offered.

- Ensure that the work of the service complies with relevant quality standards, taking overall responsibility for College compliance with external regulations in respect of both careers and placements.

- Lead on the development and embedding of data-led analyses (pre-registration data, access & participation, graduate outcomes), both in the service and in faculties, to inform the development and delivery of services that are most effective in developing employability skills sought by recruiters as well as preparing students for graduate employment.

- Foster a national and international outlook in the teams in line with the positioning of Royal Holloway as a global player.

- Provide authoritative expert advice and guidance at the highest level and across the College on national developments relating to careers, analysing these and advising on implications; represent the College in national networks such as AGCAS.

- Consult with the full range of stakeholders, e.g. academic departments, students union, external employers etc. to ensure that services and associated policies continue to develop to meet the needs of the various stakeholders.

- Act as a member of the collective Senior Management Team of the Student & Academic Services Directorate, contributing appropriately to collective and collaborative planning and decision making.

- Deputise for the Director of Student & Academic Services as required, chairing and attending internal and external meetings and committees, leading cross College projects, performing delegated duties and representing the interests of the Service.
**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.

**Internal and external relationships**

The following list is not exhaustive but the post holder will be required to liaise with:

- Colleagues from Student & Academic Services
- Academic colleagues
- Professional services colleagues
- Students Union
- External networks and contacts