

## **Job Detail**

(Overview, Role Detail and Person Specification)

Directorate of Student and Academic  
Support

Library, Careers & Enterprise

**Careers Consultant (International) – Grade 7**

**(Ref: MPF928)**

## Role Title: Careers Consultant (International)

## Reports To: Careers & Enterprise Operations and Innovation Manager

### Overview

The Library is part of the wider Directorate of Student and Academic Support (DSAS) which aims to provide agile and adaptive services, to support the enhancement of student experience and performance throughout the student journey and staff experience across the academic cycle. DSAS unites The Library; Student Administration; Student Experience and Support; the Quality and Enhancement Office; and School Operations as one team.

The Careers & Enterprise team in The Library, offer a portfolio of undergraduate and postgraduate Masterclasses delivered in timetabled curriculum alongside individual guidance for students and graduates. This offer is complemented by the extra-curricular provision, aimed at engaging additional students and targeting graduates, particularly those who are unemployed and “underemployed”.

Employability, enterprise and entrepreneurship is a critical element of the University's long-term strategy for creating a culture of opportunity for both undergraduates and graduates. In 2021 the University identified [ten](#) employability skills most valued by employers across many different sectors. Employability skills are the 'soft' skills employers want candidates to demonstrate.

We recognise the importance of a healthy balance between work and home life. While we need our staff to be available to deliver an excellent service, and some evening and weekend working may be required, we are open to agile ways of working that provide colleagues with flexibility, such as flexible hours and/or some working from home, wherever work commitments allow.

The role of **Careers Consultant (International)** is within the **Careers & Enterprise team** with the objectives of:

- Ensuring the delivery of a high quality careers and enterprise service that embeds the learning of job seeking, career planning, enterprise and employability skills within the curriculum and through co-curricular activity
- Providing clear, timely and accessible advice about careers and enterprise to our student population, past and present, and other customers of Student Experience & Support

The team works alongside the University's Schools and other professional services, to make sure every student gets the support, information and advice they need to fully engage both with the University community and with the world of work. The team will also work closely with schools to ensure that the principles of delivering transferable skills and enabling students to recognise them and market themselves accordingly, are embedded within academic activity as well as through extra-curricular interest.

We need a **Careers Consultant (International)** with creativity, enthusiasm, professional and technical skills and a commitment to providing up to date and relevant advice and guidance to students through curriculum development as well as through a more traditional advisory service. We need people who are full of ideas and the confidence to implement them, who are able to work in a team and work independently with equal ease.

You'll be involved in designing and delivering the team's activities. To deliver an excellent service, it will be vital that you listen to what our stakeholders have to say. The **Careers Consultant (International)** will respond accordingly to the customer feedback gathered and analysed in relation to their advisory and curriculum development services.

To fill this role, we need a qualified professional who is enthusiastic and outgoing, an excellent communicator and listener, who enjoys working with people. You'll be able to make decisions and work independently. You'll be committed to the highest quality of customer service and student learning, as well as your own professional development, and you'll be able to demonstrate an understanding of, and empathy to the needs of a large, diverse and international student community.

You'll work collaboratively with internal and external stakeholders to identify and address the employability needs of students and alumni – with a focus on the employability needs of students and alumni from outside the UK (including securing work based learning in the UK, and understanding and taking actions on post-study visa routes), and on the needs of all students and alumni who are seeking work based learning or graduate employment outside the UK.

You'll work with colleagues to embed relevant skill development within the curriculum and student experience, including bespoke workshops and train-the-trainer work with colleagues, including programmes with significant international student cohorts, to address students' skill development needs (including [employability skills](#) sought and expected by graduate employers, career planning skills, job seeking skills, job application and interview skills).

There are over 3,000 International students at the University of Salford. Numbers of international students increased 112% from 2019/20 to 2020/21, and a further 25% from 2020/21 to 2021/22. The University's strategy is to continue to increase the number of international students over the next five years.

## Role Detail

### Role Purpose

Our Careers Consultants provide information, advice and guidance to students and graduates to help them explore and identify their career, life goals and options, to be able to take actions to work towards achieving them. Careers Consultants help students and graduates recognise and develop the job seeking, career planning and enterprise skills, plus the work experience and competencies they need to work towards achieving their career and life goals. This includes the delivery of one-to-one bookable advice appointments, group workshops, events and bespoke Masterclasses for specific cohorts of students and graduates. Careers Consultants deliver careers workshops within the timetabled curriculum and when appropriate this role will include developing our own self-help online information resources. The role requires knowledge of external resources that help students and graduates develop their ability to explore, identify and achieve their career and life goals.

### Responsibilities

- Be responsible for ensuring that evaluation of careers advice and guidance takes place, and then to ensure that customer satisfaction meets service standards and builds on continuous service
- To provide professional careers and employability advice and guidance both within academic programmes and centrally, to a variety of students and graduates – via e-guidance, one-to-one appointments and through the use of technologies, to improve clients' ability to explore, identify and achieve their career and life goals
- Support students in understanding work based learning options (to develop employability skills sought by employers) and referral to support in navigating post-study visa processes.

- To act as a school business partner, to deliver primarily within the timetabled curriculum, identifying and progressing opportunities to address issues and the careers, and employability needs of our students and graduates
- To work with colleagues to develop and deliver self-help resources, technologies, workshops and service delivery methods to address the employability skill development needs and reach higher numbers of students and graduates, including work with programmes with significant international student cohorts. Examples may include developing pre-arrival materials to shape students' expectations (e.g. student jobs, internships, work experience and graduate opportunities) and improve understanding of the UK jobs market, recruitment practices and processes
- To develop and manage the delivery of professional careers and employability advice and guidance within academic programmes, including programmes with significant international student cohorts. This includes bespoke programme specific workshops, projects and events
- To develop new procedures to improve consultancy service performance during busy periods (e.g. towards academic year end) and to ensure that these are disseminated and carried out effectively
- To develop and maintain working relationships with external employers with the purpose of involving them in student and graduate employability enhancing activities, to encourage them to address their recruitment needs by employing Salford students and graduates, to inspire and inform students and graduates about their occupation and sector, and to raise employers' awareness and engagement with Careers & Enterprise services for employers including vacancy promotion services and on-campus recruitment fairs and events
- To consult and collaborate with academic and professional staff across the University, to design, enhance and improve the delivery of embedded careers and enterprise provision within the timetabled curriculum of programmes, including bespoke workshops with students and train-the-trainer work with colleagues to embed an ability to identify and address skill development needs. This includes programmes with significant international student cohorts
- To represent and promote services and opportunities provided by the Careers and Enterprise team and by other departments within The Library at university wide events and School level boards/committees
- To review and facilitate the embedding of new methods and technologies within the curriculum, to assist our customers with the aim of reducing the need for face to face contact in relation to careers information, advice and guidance
- Able to evidence successful engagement with all five Areas of Activity from the UK Professional Standards Framework (Descriptor 2) within two years of appointment
- To be committed to personal and professional development and to undertake regular training to maintain an in-depth knowledge base that reflects the needs of a diverse student community, and to keep up-to-date with employment trends and legislative requirements
- To contribute to and ensure standards of quality required are met, to maintain membership of appropriate professional bodies such as AGCAS
- Perform any other duties appropriate to the grade as may be required by the Careers & Enterprise Operations and Innovation Manager, the Head of Careers & Enterprise and the University Librarian
- Bring to the attention of managers any matters relating to the health and safety of staff, students and visitors

- Promote equality and diversity for students and staff and sustain an inclusive and supportive study and work environment in accordance with University policy
- This is a grade 7 role which may include supervision or line management of staff within the Careers & Enterprise team, as defined by and agreed with the Careers & Enterprise Operations and Innovation Manager
- This role detail is a guide to the work you will initially be required to undertake. It may be changed from time to time to meet changing circumstances. It does not form part of your Contract of Employment

## Person Specification

### Qualifications

	The successful candidate should have:	Essential/ Desirable	Tested by* A, I, P, T
1	Degree/or relevant professional experience	Essential	A
2	A full qualification in careers advice and guidance or career development (minimum of 60 credits at QCF Level 6)	Essential	A
3	Membership of appropriate professional bodies for the delivery of careers information, advice and guidance	Essential	A,I

### Background & Experience

	The successful candidate should have:	Essential/ Desirable	Tested by* A, I, P, T
1	Experience of delivering careers information, advice and guidance	Essential	A,I
2	Experience of delivering excellent customer service in an HE environment, or similar	Essential	A,I
3	Experience of developing and delivering training and presentations	Essential	A,I
4	Experience of working effectively to tight deadlines	Essential	A,I
5	Experience of change and improving service standards	Essential	A,I,P
6	Experience of working independently as well as in a team, and the ability to work successfully across boundaries	Essential	A,I
7	Experience of working in a College or Higher Education Institution or similar environment	Essential	A,I

### Knowledge

	The successful candidate should have demonstrable knowledge of:	Essential/ Desirable	Tested by* A, I, P, T
1	Current trends in employment and the workforce and a clear understanding of the employability agenda in HE and the graduate jobs market	Essential	A,I
2	The diverse nature of the client body in HE and an understanding of the challenges that students and graduates can face when they are making career choices and seeking graduate level employment	Essential	A,I
3	The range of new technologies available and their use, application and value for the delivery of careers advice and providing self-help tools and materials	Essential	A,I

### Skills & Competencies

	The successful candidate should demonstrate:	Essential/ Desirable	Tested by* A, I, P, T
1	Excellent written and oral communication skills, including presentations	Essential	A,I,P
2	The confidence and ability to work independently and the skill to know when to seek advice and support from colleagues, line managers and others	Essential	A,I

3	The ability to plan, organise and prioritise a personal workload with the minimum of supervision and to manage time effectively and efficiently	Essential	A,I
4	The ability to contribute to the development of the service and to work in a number of cross-functional teams	Essential	A,I,P
5	Excellent interpersonal skills and the ability to command the respect of colleagues, employers and stakeholders across the sector, as well as one's own team	Essential	A,I
6	A commitment to ongoing personal and professional development	Essential	A,I

**A = Application form, I = Interview, P = Presentation, T = Test**

Details of any assessments required will be provided in the invitation to interview letter.

- Appointments to grades 1 to 6 will normally include a competency based interview and work based simulation exercise
- Appointments to grade 7 and above will normally include a competency based interview and presentation and in some instances a work based simulation exercise.

**Candidate guidance**

**\*\*In order to fully meet the essential criteria candidates must show clear evidence of how they meet the criteria. Simply stating that you have a skill or experience in an area is not sufficient, you must provide a clear example to show how you have met each of the criterion you address\***

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