

SECTION A: THE ROLE	
Job Title:	Careers and Employability Service Manager
Institute/Service:	Student Services
Job Grade:	Grade 07
Job Family:	Services
Job Location:	Carlisle or Lancaster
Responsible To:	Head of Library Services
Responsible For:	Careers and Employability Advisors Careers and Employability Co-ordinators Student Enterprise Advisor
Role Purpose:	
<ul style="list-style-type: none"> • To have strategic and day to day operational responsibility for the management and delivery of all functions and activities of the Careers and Employability Service across all campuses and non-campus-based environments. • Provide leadership and management to the Careers and Employability team ensuring priorities are aligned to the delivery of the University's Towards 2030 Strategic Plan. • Enhance the clarity of the terminology, purpose, and benefits of the Careers and Employability Service for students, apprentices, alumni and academic institutes to improve transparency and increase engagement and integration. 	

SECTION B: PRINCIPAL DUTIES/KEY OBJECTIVES	
1.	<p>Service Delivery and Enhancement</p> <ul style="list-style-type: none"> • Lead and manage the Careers and Employability Service, ensuring high-quality professional support for students. Responsibilities include delivering information, advice and guidance; managing projects; running employability workshops and the Career Award; maintaining printed and digital resources; overseeing the maintenance and development of the careers system; organising events and presentations; and analysing and sharing student and graduate employability data. • Coordinate, develop and deliver the Employability Plan, ensuring service priorities directly enhance Graduate Outcomes. • Ensure priorities are data-informed, using relevant datasets such as B3 metrics and the Graduate Outcomes survey. • Ensure compliance and quality, so that all Careers and Employability support meets the requirements of regulatory and quality assurance bodies (e.g. OfS, Ofsted), University policies, professional codes of practice, and relevant legislation. • Evaluate and continuously improve frontline services for students and graduates, responding to changing needs and enhancing service delivery. • Contribute proactively as a member of the Student Services Management Team, to guide the strategic development of services for students across the University which will best support student engagement and success. • Carry out any other duties relevant to the service, and commensurate with the responsibility level of the role, as appropriate.
2.	<p>Team Management</p> <ul style="list-style-type: none"> • Manage and develop the Careers and Employability team, supporting the development of collaborative working practice and academic liaison.

	<ul style="list-style-type: none"> • In line with University policies and procedures and best practice, manage the recruitment, organisation, deployment, development and effective performance of staff within the team. • Develop and maintain a culture of excellence in respect of customer service and quality. • Maintain personal and professional development of yourself and your team to meet the changing demands of the job; participate in appropriate training activities and encourage and support staff in their development and training. • Take steps to ensure and enhance personal health, safety and wellbeing and that of other staff and students.
3.	<p>Cross University Collaboration</p> <ul style="list-style-type: none"> • Work collaboratively across the university, to develop and maintain positive and effective working relationships to support the delivery of Employability initiatives and strategies. • Actively contribute to institutional committees and working groups and represent Student Services and the University at internal and external events as required. • Provide expert advice to Institutes to support the development of employability actions within Institute One Plans, ensuring alignment with the Employability Framework and seek to embed workshops in liaison with programme teams. • Contribute to the implementation and embedding of the Graduate Attributes to support the delivery of the LTA plan and positive Graduate Outcomes. • Contribute to the delivery and evaluation of the University's Access and Participation Plan.
4.	<p>External engagement</p> <ul style="list-style-type: none"> • Establish and maintain relevant sector knowledge and specialist expertise. Share knowledge, encourage new ideas and appropriate response to emerging external requirements. • Engage actively with the national Graduate Futures Institute and other appropriate professional associations and forums - this will include membership of relevant associations, attendance at conferences, engagement with online discussion groups, and contribution to the national development and sharing of good practice.
5.	<p>Finance/Resource Management</p> <ul style="list-style-type: none"> • Take delegated responsibility for managing budgets: overseeing resources and contracts for goods and services ensuring budget constraints are met. • Input into Directorate resource planning as part of the Annual Operating Plan and business planning development.

Additional Information:

You will on occasions and in line with operational needs:

- Be required to work different hours including at weekends/evenings;
- Be required to travel to other campuses and sites as necessary.

In addition to the duties listed here, you will be required to perform other duties which are assigned from time to time. However, such other duties will be reasonable in relation to the grade.

It is the University's intention that this role description is seen as a guide to the major areas and duties for which the post holder is accountable. However, the business will change and the post holder's obligations will vary and develop. The description should be seen as a guide and not as a permanent, definitive and exhaustive statement.

Our Values:

At the University of Cumbria, our values shape the way we work, our culture and environment.

We are PERSONAL

Individuals are at the heart of what we do, and our culture of belonging recognises and supports every person. As an institution, we have mutual respect for those we work with and for and we care about understanding each other's challenges and helping one another to thrive.

We are PROGRESSIVE

As a university we have a determination to deliver our mission, which keeps us open to opportunities in front of us. We encourage thoughtful and inspirational ideas, and we tackle problems proactively, with optimism, creativity and courage.

We are ENGAGED

As stewards of knowledge and place, it is our privilege to champion the region and advocate for the value of education. The University of Cumbria is welcoming to different perspectives, expertise and experiences and we are committed to building and nurturing strong links with our communities.

Providing an Inclusive Environment:

The University of Cumbria is committed to providing an inclusive environment, where staff, students and visitors are encouraged to be their true self, in order to enhance the individual and collective experience. As a university community, we share the social responsibility of enabling this inclusive environment by valuing, respecting and celebrating differences, to ensure that we generate a sense of understanding and belonging.

The university recognises that our differences are our strength, seeking and valuing different perspectives and ideas, in an environment that is without prejudice and bias.

We are committed to embracing our responsibility as a facilitator of change and continue to develop our equality agenda in line with and, where appropriate, beyond the Equality Act 2010. We do not tolerate discrimination, bullying or harassment in any form on the grounds of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, or sexual orientation.

Health & Safety Statement

All employees at the University of Cumbria are required to ensure that all duties and responsibilities are discharged in accordance with the University's Health and Safety at Work policy. They should take reasonable care for their own health and safety and that of others who may be affected by what they do or do not do. Employees should correctly use work items provided by the University, including personal protective equipment in accordance with training or instructions.

