



Job Title	Careers Coach
Faculty/ School/Department	Research Innovation and Enterprise
Version number	1
Date	04 07 2023
Responsible to:	Careers+ Manager/Career Consultant
Responsible for:	Grow Your Own Trainee

### Job Purpose

This role is to provide careers information, advice and coaching to students and graduates of the University enabling them to make informed career decisions, take up opportunities and develop appropriate strategies to compete in the job market.

### Main activities and responsibilities

- Provide high quality, accessible, careers information, advice and coaching aligning skills and opportunities whilst at university and beyond.
- Maintain and manage a caseload of students and graduates, proactively reaching out and engaging them with services and support, targeting delivery to students and graduates who most need support.
- Design and deliver careers and employability sessions to groups of students and graduates.
- Create careers and employability resources and materials for students and graduates.
- Empower every student to take responsibility to navigate employability opportunities utilising Graduate+ and Careers+.
- Implement and utilise technology to improve efficiency and drive scale to meet delivery and drive outcomes.
- Maintain confidential and accurate records and refer to specialist internal and external services as required.
- Monitor and collate student and graduate feedback and measure impact of services provided.
- Follow legislative and good practice in relation to confidentiality, record keeping and GDPR
- Provide data and reports detailing services provided and user take up.

### Additional Key Requirements:

#### Managing People and Resources

- Providing support and supervision to colleagues
- Developing careers and employability resources for students, graduates and academics
- Monitoring and reviewing take up of digital and web based careers resources and platforms careers resources

#### Communication

- Communicating with a range of internal and external stakeholders including students, graduates, academics, professional services colleagues.


**Teamwork and collaborative working**

- Build networks of influential external contacts to advance the University's brand, reputation and profile.
- Drive connections with the region.
- Work in a way which promotes and facilitates joined up thinking and action.

**Work environment**

- Be aware of risks in the work environment and their potential impact on own work and that of others.
- Ensure that appropriate risk management processes are operational within own areas of responsibility.

**Person Specification**

1. Educated to degree level or equivalent
2. It is desirable to have a guidance qualification (e.g. DipCG) or recognised teaching qualification or relevant recruitment, HR, or staff development qualification or substantial experience in managing graduate transitions into employment (e.g. graduate recruitment or development) in a commercial environment.
3. Previous proven relevant experience of careers advice, recruitment or similar.
4. Experience of developing, organising and delivering training programmes within a professional setting.
5. Advanced knowledge of student and graduate recruitment processes, timelines and practices.
6. Skilled in communicating with confidence and impact including being patient, non-judgemental, building rapport, and taking a person-centred approach.
7. Skilled in visual and verbal presentation and using facilitation skills to add impact
8. A demonstrable ability to work on own initiative and as part of a team.
9. Ability to work co-operatively across all levels of the University and with external organisations.
10. Ability and willingness to consider new ways of working and to apply new technology.
11. Thorough understanding of confidentiality/data protection issues.
12. Ability to work proactively and enthusiastically without detailed supervision.
13. Ability to balance and prioritise conflicting pressures and demands and to meet strict deadlines.
14. Ability to analyse data and use the results of the analysis.
15. Excellent IT skills and ability to use a variety of Microsoft applications and web-based resources.

**Special requirements**

Ability to undertake duties at different premises, including any University campus in required. Additional travel may be required from time to time in order to attend meetings, conferences and events. There may be a requirement to work outside of standard office hours. The post holder will be responsible for delivering a range of work in support of University projects. The project portfolio may be subject to change in accordance with University needs.

**Expectations of all staff****Professional standards**

We expect all staff employed by Birmingham City University to be aware of and to maintain high standards of personal and professional conduct and demonstrate the BCU Values in how they work. Our Values are Think Differently, Create Opportunity and Build Community.

**Equal Opportunities**

At Birmingham City University we are proud to be an equal opportunities employer. All staff are expected to understand and enact the University's commitment to ensuring equality, diversity and inclusion in our employment practice and in all that we do. This commitment is enshrined in our Core Values and is detailed in our Equality, Diversity and Inclusion in Employment Policy. The University values and celebrates the diversity of our staff and students; we welcome people from the many different backgrounds and life experiences that reflect the students and the citizens we serve. We are committed to equality of opportunity for all staff and actively encourage unique contributions, in particular from under-represented groups in respect of age, disability, sex, gender or gender identity, ethnicity, race, religion or belief, sexual orientation or transgender status.

**Dignity at work**

Every member of staff has a responsibility to ensure colleagues are treated with dignity and respect.

The University is committed to creating a work environment for all staff that is free from harassment, intimidation and any other forms of bullying at work, where everyone is treated with dignity, respect and professional courtesy.

**Health and safety**

The arrangements for meeting the University's health and safety objectives are contained in the Birmingham City University Health and Safety Policy. This includes the responsibilities of key staff and procedures covering the main activities of the University. All staff are expected to take reasonable care of themselves and those that may be affected by their actions.

**Dress code**

The University does not operate a formal dress code for its employees, other than for those who are provided with uniform and/or protective clothing. However, employees must ensure that their dress is professional, reasonably smart and appropriate for the situation in which they are working. All staff should ensure that they present a professional image and one that reflects sensitivity to customer perceptions. This may reflect their ethnicity and lifestyle but should not be provocative or cause offence to those with whom they have contact.

**Citizenship**

All staff are expected to adhere to good citizenship, being generous with help and support to others, collaborating with colleagues and working for the benefit of the University as a whole. In particular working to provide a positive student experience and achieving excellence in all the University's activities.

This job description indicates the expectations of staff at this level. Job descriptions are not exhaustive, and you may be required to undertake other duties of a similar level and responsibility.