

Post Details		Last Updated: 13/3/24	
Faculty/Administrative/Service Department	Chief Student Officer's Directorate		
Job Title	Career Development Officer		
Job Family	Professional Services	Job Level	3
Responsible to	Student Careers Manager		
Responsible for (Staff)	N/A		

As a Career Development Officer at the University of Surrey, you will support and empower students to achieve their career goals. By providing high levels of personalised, one-to-one coaching, group workshops and tailored employability support, you will help students make sense of their career learning journey and develop the confidence needed to succeed in a competitive job market.

Working collaboratively with the Employability and Careers Team, and wider student support services, you will be reactive to students requests and referrals, as well as utilising career readiness and survey data to identify and proactively engaging students and recent graduates most likely to be at risk of under- or un-employment in order to improve graduate employability for all Surrey's student community.

**Key Responsibilities:** This document is not designed to be a list of all tasks undertaken but an outline record of the main responsibilities

1. Work closely with the Student Careers Manager, to develop an effective model for 1-1 career coaching appointments, group workshops and peer-to-peer support. Ensure the service is data-driven utilising career readiness and bridging survey data identify and proactively engaging students and recent graduates most likely to be at risk of under- or un-employment in order to improve graduate employability for students.
2. Collaborate with the wider Student Success Department to deliver a careers curriculum for the University personal tutor pilot, personal and professional development module and review and enhance the University's professional skills award to reflect the module and ensure scalability for completion by all students taking part in the pilot.
3. Support students in exploring their career goals, managing their career development, articulating their career narrative and navigating challenges in their tactical recruitment steps in one-to-one and group career coaching sessions (both face to face and online).
4. Administer event/activity evaluations to obtain feedback from the target audience, to understand the impact of activity delivered and recommending improvements where necessary. Collect, organise and maintain accurate data to support tracking, impact assessment and reporting.
5. Collaborate with the Student Career Development Officers, students and academic staff to create engaging career information and resources for the University career platform and webpages. Monitor usage and review to ensure content is relevant.
6. Develop and maintain appropriate professional knowledge and awareness of the graduate labour market, including employers' requirements and selection procedures, and also keeping abreast of postgraduate study opportunities
7. Support the Employability and Careers Team in the organisation and delivery of large-scale events, and collaborative initiatives, such as the annual Careers and Placements Fair and Graduate Fair.
8. As part of the Student Success department, champion a data-driven, evidence-informed and student-led approach and evaluation culture. Foster an inclusive, agile and team approach; driving forward University strategy and operations as part of a continued drive for a joined-up student journey.

N.B. The above list is not exhaustive.

**All staff are expected to:**

- Positively support equality of opportunity and equity of treatment to colleagues and students in accordance with the University of Surrey Equal Opportunities Policy.
- Work to achieve the aims of our Environmental Policy and promote awareness to colleagues and students.
- Follow University/departmental policies and working practices in ensuring that no breaches of information security result from their actions.
- Ensure they are aware of and abide by all relevant University Regulations and Policies relevant to the role.
- Undertake such other duties within the scope of the post as may be requested by your manager.
- Work supportively with colleagues, operating in a collegiate manner at all times.

**Help maintain a safe working environment by:**

- Attending training in Health and Safety requirements as necessary, both on appointment and as changes in duties and techniques demand.
- Following local codes of safe working practices and the University of Surrey Health and Safety Policy.

## **Elements of the Role**

This section outlines some of the key elements of the role, which allow this role to be evaluated within the University's structure. It provides an overview of what is expected from the post holder in the day-to-day operation of the role.

### **Planning and Organising**

- Working with direction, support and guidance of the Student Careers Manager, the post holder will work with other Officers, team members and Faculty staff where appropriate, as well as University colleagues more widely, to support the organisation, delivery and evaluation of careers education, content and targeted initiatives.
- The post holder will also need to demonstrate a confident communication style for coaching, facilitating, interactive session delivery, developing presentations where necessary and imparting advice and liaising with academic and professional services staff.

### **Problem Solving and Decision Making**

- The post holder, under the guidance of the line manager, will ensure that the University set objectives are delivered, whilst working within established departmental processes and procedures. Within these parameters the post holder will work with minimum day-to-day supervision to deliver the set activities. There is scope for the post holder to apply judgement and initiative when managing their workload, including determining medium-term priorities and responding to conflicting demands.
- The post holder is expected to refer the more complex problems or those issues outside of the remit of their role to their line manager. The post holder is however, expected to have a degree of involvement in finding and implementing resolutions in this case.
- The post holder is expected to work in a proactive manner and to decide how to achieve the desired KPIs, generally basing decisions on their work objectives, network priorities and their professional experience, and on their sound understanding of the University's Employability strategy, Access and Participation Plan and Vision 2041.

### **Continuous Improvement**

- Student voice and co-creation is crucial to continuous improvement. The post holder will administer evaluations on event/activity delivered in order to obtain feedback from the target audience and ensure continuous improvement of programmes
- The post holder is expected to exercise sound judgement, demonstrate initiative and identify and make recommendations for improvements, when applicable, to ensure that the requirements of the University's Employability strategy, Access and Participation Plan and Vision 2041 are implemented and maintained effectively.
- The Student Success Department and wider CSO Directorate are committed to creating an actively inclusive environment for our staff and students. The post holder will be required to undertake regular self-development work to continuously improve and enhance their understanding of EDI, inequities in society and Higher Education and how to be an active bystander and ally.

### **Accountability**

- The post holder is expected to provide advice and solutions to routine day-to-day problems and issues within their specialist area, based on reference to good professional practice, established departmental processes and on the professional support and guidance from more senior members of the Employability and Careers Team.
- They are expected to exercise sound judgement, demonstrate initiative, and make recommendations for improvements, when applicable, to ensure that Employability and Careers activity, events and wider requirements are implemented and maintained effectively. The post holder is expected to refer complex problems and issues which fall outside the remit of their role, to their line manager for guidance.

### **Dimensions of the role**

The post holder does not have any supervisory responsibility, but may be required to coordinate student ambassadors during events in line with the University's policies and procedures.

The post holder will be expected to deliver activity within an allocated budget and report on expenditure.

### **Supplementary Information**

The post holder is required to support and contribute to the delivery of the Student Experience frontline services, including attendance at events such as Open Days, Ceremonies and Corporate events. The post holder is required to show flexibility in working outside of core office hours on occasions.

**Person Specification** This section describes the sum total of knowledge, experience & competence required by the post holder that is necessary for standard acceptable performance in carrying out this role.

### **Qualifications and Professional Memberships**

HNC, A Level, NVQ 3, HND level or equivalent, plus several years relevant experience  
OR

Broad vocational experience, acquired through a combination of on-the-job experience, demonstrating development through involvement in a series of progressively more demanding relevant work/role

Careers / Coaching qualification or equivalent.

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D

**Technical Competencies (Experience and Knowledge)** This section contains the level of competency required to carry out the role.

**Essential/  
Desirable**

**Level  
1-3**

A strong understanding and experience of student employability and graduate outcomes

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2

Excellent written and oral presentation skills and a proven ability to encourage and motivate students/clients.

E

3

Considerable experience of using counselling / guidance interviewing / coaching skills in an education setting

E

3

Experience of collecting, collating and organising data in preparation for monitoring and reporting

E

2

Experience of using Microsoft Office including Outlook, PowerPoint and Excel

E

2

Experience developing engaging online resources or learning modules

D

n/a

### **Special Requirements:**

**Essential/  
Desirable**

Some weekend/evening work may be required as directed by your line manager

E

Annual leave may be restricted at key times during the year.

E

Must be willing to undertake a DBS check. Clearance at an enhanced level is a prerequisite for this role.

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**Core Competencies** This section contains the level of competency required to carry out this role.

**Level  
1-3**

Communication

3

Adaptability / Flexibility

2

Customer/Client service and support

3

Planning and Organising

2

Continuous Improvement

2

Problem Solving and Decision Making Skills

1

Creative and Analytical Thinking

2

Influencing, Persuasion and Negotiation Skills

1

Strategic Thinking & Leadership

n/a

Managing and Developing Performance

n/a

This Job Purpose reflects the core activities of the post. As the Department/Faculty and the post holder develop, there will inevitably be some changes to the duties for which the post is responsible, and possibly to the emphasis of the post itself. The

University expects that the post holder will recognise this and will adopt a flexible approach to work. This could include undertaking relevant training where necessary.

Should significant changes to the Job Purpose become necessary, the post holder will be consulted and the changes reflected in a revised Job Purpose.

## Organisational/Departmental Information & Key Relationships

### Background Information

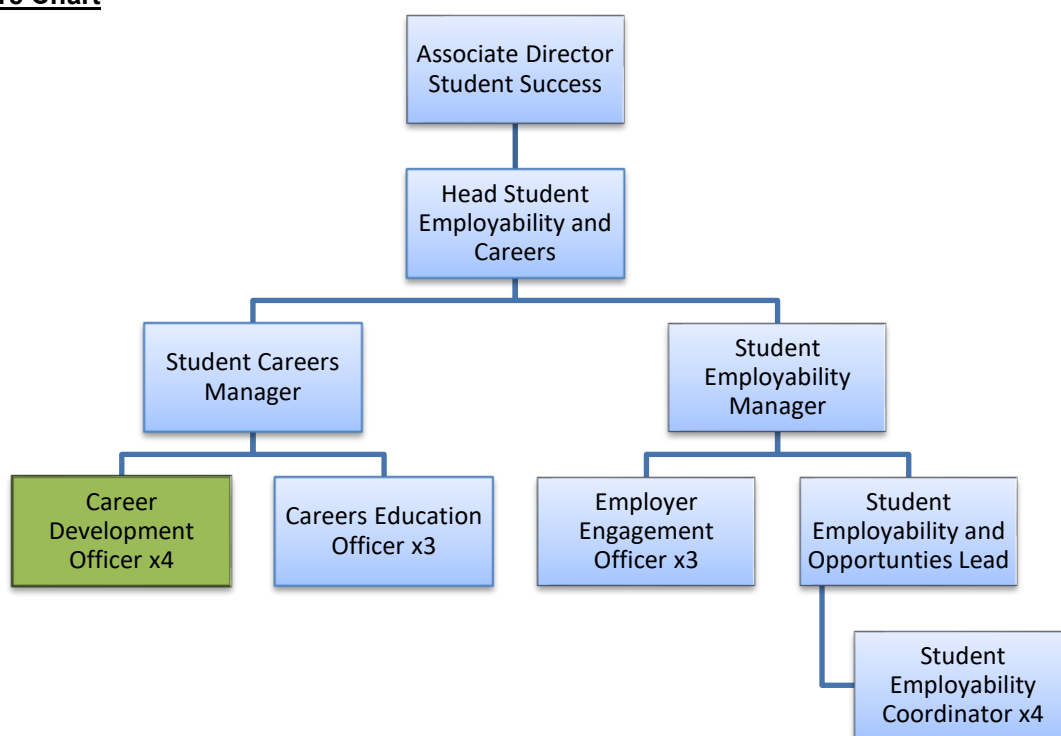
The post holder will be part of the Student Success Department, within the Chief Student Officer Directorate. The Directorate serves to provide a joined-up and effective service to students across their student journey at the University: from pre-enrolment to graduate employment, with an excellent student experience as its primary focus. The Student Success Department is at the heart of this ethos, with promoting a sense of belonging and positive outcomes for all Surrey's students at its core.

The University recognises that employability and skill development are crucial aspects of higher education for students. As well as academic knowledge, the University of Surrey works to support students to develop practical skills and competencies that can be applied in real-world scenarios, equipping students with these skills through employer-led activity, workshops, industry collaborations and placement and work abroad opportunities.

The University recognises the need to invest in employability in order to ensure that the University is attractive to potential students, that it ensures employability is appropriately contextualised in the student learning journey and that it maintains the strong industry links that our academics have in the UK, in Europe and internationally.

The post holder will work closely with many of the staff across Directorate, as well as other internal stakeholders, to ensure a joined-up holistic approach to improving graduate outcomes for our students.

### Department Structure Chart



**Relationships** *This is not an exhaustive list of every relationship the post holder has, but is a brief description of those that play an important part in the post holder successfully carrying out the role. It should identify the significant internal and external relationships and contacts that the post holder has in their job and describe the overall purpose and nature of those relationships (i.e. exchanging information, negotiating, networking, etc.)*

#### Internal

- Wider Student Success department and Chief Student Officer teams
- Faculty Staff, Directors of Employability
- University Academic Advisor for Employability
- Students

#### External

- Students' Union
- Professional bodies
- Regional university networks