

**THE UNIVERSITY OF MANCHESTER**

**PARTICULARS OF APPOINTMENT**

**PROFESSIONAL SERVICES**

**DIRECTORATE FOR THE STUDENT EXPERIENCE**

**DIVISION OF STUDENT AND ACADEMIC SERVICES**

**CAREERS CONSULTANT (GRADUATE TRANSITIONS)**

**VACANCY REF: PSX-027500**

**Salary:** Grade 6 £36,924 to £45,163 per annum, depending on relevant experience

**Hours:** Full Time (1 FTE)

**Duration:** Fixed term until 31 December 2025

**Location:** Oxford Road, Manchester

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**Enquiries about the vacancy, shortlisting and interviews:**

Name: Jenny Sloan

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**Overall Purpose of the Job:**

- To manage the work of careers / employability team in the delivery of bespoke careers and employability activity for students and graduates including education, information, advice and guidance
- To be responsible for improving Graduate Outcomes for assigned caseload through Year Group activities and full programme activities
- To work with leaders in Professional Services (PS), to embed locally and University-wide a culture of excellent service provision and continuous improvement, placing the student experience at the heart of what we do, with support for a single PS team working flexibly across organisational boundaries
- To work with senior colleagues in the delivery of careers and employability guidance and enhancing the student experience
- Colleagues will be expected to work flexibly across the University and to take on assignments and roles as required across the organisation, using key principles of business partnering and collaborative working to ensure delivery of University and local priorities, operating at all times as a single cross University team

**Key Responsibilities, Accountabilities or Duties:**

- To contribute to the development, implementation, evaluation and monitoring of University careers, employability and graduate outcomes strategy, policies and procedures
- To manage individuals and teams, including allocation of tasks, setting priorities and performance targets, monitoring progress against agreed standards and performance criteria, and providing regular, effective feedback and training
- To provide advice, guidance and training to a range of colleagues on careers, employability and graduate outcomes
- To work flexibly across the University as necessary and undertake such other activities, as may be required across the organisation, supporting collaborative working to ensure the delivery of University and local priorities, operating as a single cross University team
- To contribute actively to wider University initiatives and networks to develop and plan implementation of business process and best practice
- To implement, evaluate, monitor and continually improve processes and systems
- To develop effective and supportive relationships with colleagues across the University
- To be responsible for improving Graduate Outcomes for assigned caseload through Year Group activities and full programme activities
- To develop a knowledge base that reflects the needs of clients within a specific caseload, including work with professional bodies such as AGCAS and employer-specific organisations
- To develop activities and initiatives that directly support the employability of current students from Widening Participation / International / PGR or disability backgrounds. Including provision of advice and guidance to the Division/Directorate and University colleagues on issues in relation to these groups
- Where appropriate, to ensure the delivery of system training materials, learning resources, business process design maps, user acceptance test scripts, and any revisions which may arise as a result of software updates or policy and regulation changes
- To deliver a culture of excellent student focused customer service and support a performance culture within the team
- To champion a culture of continuous improvement, collaboration, consistency and innovation; and actively engage with change initiatives, leading on specific activities as appropriate
- To ensure and manage team compliance with and promotion of University policies, procedures and requirements at all times – in particular those relating to health and safety; equality diversity and inclusion; and information governance
- To undertake professional development and support this within the team
- To have a commitment to equality, diversity and inclusion

**Assignment Specific Duties and Responsibilities:**

- Careers Consultant- Graduate Transitions
- To provide high quality careers information, advice and guidance to students through online and face to face sessions for individual and group sessions

- To be responsible for the development and delivery of an extensive portfolio of events and services, designed to improve employability and graduate destinations of our new graduates
- To be responsible for a portfolio of events to enhance the employability of recent graduates including guidance, workshops, coaching and career-educated sessions
- To manage a caseload of graduates that are identified as at risk of low Graduate Outcomes results and build a support programme to address this
- To work with local employers through Employer Engagement Team (EET) to identify matching opportunities with graduates (both unemployed and underemployed).
- To work with Academics/Careers Consultants to interpret Graduate Outcomes Survey (GOS) data to best inform programme interventions.
- Identify and analyse datasets to track progress and ensure targeted engagement with graduates at specific teams to increase response rate of Graduate Outcomes Survey (GOS)
- To develop relationships with colleagues with the Division of Development and Alumni Relations (DDAR) to encourage alumni engagement with their own career development

## **PERSON SPECIFICATION**

### **Essential Knowledge, Skills and Experience:**

- Significant experience and up-to-date knowledge in careers and employability, graduate recruitment/training or learning and development, as appropriate to the assignment applied for
- Up-to-date knowledge of current labour market trends and Higher Education
- Ability to manage and develop a team of staff
- Ability to meet operational requirements, with excellent planning, organisational and project management skills
- A constructive team player demonstrating an ability to work flexibly, collaboratively and across organisational boundaries
- Experience of contributing to policy development and implementation.
- Excellent communication skills with the ability to present information clearly and explain complex issues to a range of audiences with varying levels of understanding.
- Highly developed interpersonal skills, including tact, diplomacy and sensitivity.
- Experience of working in a customer focused environment and delivering exceptional customer service.
- Strong analytical, creative and pragmatic problem-solving skills.
- High level of digital literacy, with knowledge and experience of IT systems relevant to the role.
- The ability to represent the Division and Professional Services externally.
- A commitment to the University's strategic goals, themes and values.

**Desirable Knowledge, Skills, Experience and Qualifications:**

- Careers Consultant and Careers Consultant – Graduate Transitions
- Relevant professional or postgraduate qualification or significant experience in careers guidance
- Experience of delivering workshops and guidance virtually