



**UNIVERSITY OF LEEDS**

## **CANDIDATE BRIEF**

### **Front Line Team Leader, Student Careers**



**Salary: Grade 6 (£27,511 - £32,817 p.a. pro rata)**

**Reference: SESSP1231**

**This post is a 50% FTE Job Share. Exact hours negotiable to be worked over Wednesdays, Thursdays and Fridays**



## **Front Line Team Leader Student Careers, Student Education Service**

**Are you a committed to supporting students with their careers and employability? Would you like to play a key role in the delivery and coordination of our Front Line information and advice services to students? Do you have experience working in either employability support, graduate recruitment, or a recognised full or part information and advice qualification?**

You will coordinate our front line student facing information, advice and guidance offer and the provision of information across a number of platforms both written and on line. This will include coordination of activities provided by colleagues from across the Student Opportunity Directorate delivered from the Careers Centre.

You will provide information and advice to assist students in developing their employability at university and beyond. This will include delivering support for students to search for appropriate opportunities and delivering in depth application and interview support through: one-to-one advice in person and online; conducting mock interviews; designing and delivering workshops and small group sessions and maintaining a high standard of knowledge of the graduate labour market including changes in graduate recruitment.

You will support students and graduates in making the most appropriate use of the resources available to aid their career planning and development and provide support for staff across the university in relation to careers information resources. You will administer and write content for students and graduates across a range of platforms including web and social media and keep up to date with developments in careers information and contribute to working groups and meetings as required.

You will need experience of working in an employability support environment, graduate recruitment experience, or a recognised full or part information and advice qualification (e.g. NVQ Level 4 or equivalent). Additionally you should have previous experience of providing information and advice in a client focused environment, excellent written and verbal skills and the resilience to work under pressure in a busy front-line environment.



## What does the role entail?

As a Front Line Team Leader your main duties will include:

- Coordinate the delivery and continuous development of an effective and flexible front line careers information, advice and guidance service to students delivered primarily although not exclusively from the Careers Centre and on line;
- Organise staff rotas ensuring delivery of an agreed menu of activities;
- Liaise with colleagues across the Opportunity Directorate to deliver a one stop shop approach to information, advice and guidance in the context of employability;
- Line manage the front line careers advisers and information adviser;
- Lead on the evaluation and continuous quality improvement of the initial advice service, making day to day adjustments as appropriate and making considered recommendations to the line manager in relation to more significant issues;
- Ensure intelligence and feedback is provided in a timely and appropriate way ensuring continual improvement;
- Research, interpret and manipulate data and careers information products as appropriate (using a variety of systems as appropriate) and analysing and reporting on key findings as well as disseminating information to improve employability related knowledge and understanding;
- Engage with internal and external stakeholders, building relationships;
- Contribute to meetings, visits, conferences, student and employer events and meetings (as required) to facilitate knowledge exchange;
- Coordinate the delivery of excellent customer service and specialist information and advice, within an unpredictable environment, to enable appropriate solutions;
- Guide, collaborate and take a lead as appropriate with colleagues;
- In addition to the above the post holder will carry out careers advice and information duties as part of the front line direct delivery;
- Provide support for students on work placement.

These duties provide a framework for the role and should not be regarded as a definitive list. Other reasonable duties may be required consistent with the grade of the post.



## What will you bring to the role?

As Frontline Team Leader you will have:

- Directly relevant experience, or a recognised full or part information and advice qualification (e.g. NVQ Level 4 or equivalent);
- Experience of conducting individual information and advice discussions in a client focused environment in person, by phone or e-mail;
- Experience of developing information and delivering workshops to small groups;
- Knowledge of graduate careers information and an understanding of what makes a successful graduate application and interview;
- Proficient in use of standard Microsoft applications and a good level of digital literacy;
- Flexible approach with a positive attitude towards customer service;
- Excellent written and verbal skills especially in relation to clients;
- Resilience and ability to work under pressure in a very busy front-line environment;
- Ability to work as a member of a team combined with the sense of responsibility needed to work unsupervised.

You may also have:

- Experience of co-ordinating or managing staff, resources or events;
- Degree or equivalent qualification;
- Experience of developing information materials for websites and social media;
- Experience of working in a Higher Education context;
- Knowledge of labour market trends, employer expectations and the occupational, training and learning opportunities open to graduates.

## How to apply

You can apply for this role online; more guidance can be found on our [How to Apply](#) information page. Applications should be submitted by 23.59 (UK time) on the advertised closing date.





## Contact information

To explore the post further or for any queries you may have, please contact:

**Jess Henderson, Assistant Head of Student Careers**

Tel: +44 (0)113 343 5283

Email: [j.e.henderson@leeds.ac.uk](mailto:j.e.henderson@leeds.ac.uk)

## Additional information

Start date: As soon as possible

Find out more about Student Careers at <http://careerweb.leeds.ac.uk/>

### Working at Leeds

Find out more about the benefits of working at the University and what it is like to live and work in the Leeds area on our [Working at Leeds](#) information page.

### Candidates with disabilities

Information for candidates with disabilities, impairments or health conditions, including requesting alternative formats, can be found on our [Accessibility](#) information page or by getting in touch with us at [disclosure@leeds.ac.uk](mailto:disclosure@leeds.ac.uk).

## Criminal record information

### Rehabilitation of Offenders Act 1974

A criminal record check is not required for this position. However, all applicants will be required to declare if they have any 'unspent' criminal offences, including those pending.

Any offer of appointment will be in accordance with our Criminal Records policy. You can find out more about required checks and declarations in our [Criminal Records](#) information page.

