

Job Description

CAREERS AND SUCCESS MANAGER

Position overview

Department	Business and Partnership Development & Apprenticeships
Location	Devon House, London (Hybrid role) – Work from home but with expectation to attend campus according to business need as confirmed by line manager; working options to be discussed at interview
Term	Full-time; Fixed Term (12 months) – 38 hours per week (1.0 FTE)
Salary Range	£30,000 - £35,000 per annum, depending on experience
Benefits	The university supports staff maintaining a good work/life balance, offer flexible working and parental leave opportunities, an Employee Assistance Programme which provides free, confidential advice on both home and work concerns as well as optional pension schemes, private medical insurance, season ticket loans and being part of the cycle to work scheme dependent upon length of service. Pro rata 25 days holiday allowance plus winter break 27th to 31st December (excl. Bank Holidays)
Direct Reports	None
Reports to	Associate Director, Innovation & Enterprise
Start	As soon as possible; June 2024

The role

Northeastern University London wishes to appoint a Careers and Success Manager to support learners on our Digital Skills Bootcamp in Data and Service Management. We are also looking for the role-holder to assist with wider contract management and reporting to the Greater London Authority (GLA) as our funding provider.

This role will involve delivering mock interviews and providing feedback; running 1:1 and drop-in support sessions for learners to help them stay on track with learning; and helping coordinate the wraparound careers and support package offered to our Bootcamp learners.

You will ideally come from a training or employability background with experience of supporting learners on programme and into employment. Through your coaching and support skills, you will provide support to the Business and Partnership Development team

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to promote successful outcomes for learners and ensure the high level of employment outcomes for the programme are maintained.

We hope to recruit a dynamic and proactive individual, conscientious, with an eye for detail, willingness to learn, excellent communication and strong team-working skills.

The role is suitable for remote-working, provided the appointee is able to attend the campus for face-to-face work when required.

Duties and Responsibilities

- Support with recruitment of learners onto the Digital Skills Bootcamp in Data and Service Management Programme
- Provide pastoral, progress and careers support to learners including regular 1:1 review meetings and via online channels including Google Workspace, Microsoft Teams and Zoom
- Support with keeping learner records up to date, logging mock and real interviews that have taken place, as well as notes from support meetings and documenting learner progress
- Provide support as required for data submissions to the programme funders
- Support with the delivery of the careers programme for the Digital Skills Bootcamp including running regular mock interviews and coaching sessions, offering feedback on CVs and covering letters
- Working with the Director of Careers and the Associate Director Innovation & Enterprise to coordinate the Careers Development package for learners and ensure this is effectively communicated
- Keeping information up to date on the Careers Support and Development hub for learners
- Act as a day-to-day contact for learners to help solve any issues and signpost to additional support available
- Foster a positive work environment with excellent communication and a good team spirit, throughout interaction with internal and external contacts, wider support teams, and with student experience at the forefront of all efforts
- Such other duties, commensurate with the grading of the post, that may be assigned by the Associate Director, Innovation & Enterprise

About the University

Founded in 2012, Northeastern University London (formerly known as New College of the Humanities and NCH at Northeastern Ltd) has established itself as a prestigious higher education institution based in the heart of London. Northeastern University London is part of Northeastern University's Global Campus Network. Positioned as top ranking in the USA, Northeastern University has campuses in Arlington, Boston, Charlotte, Miami,

Oakland, San Jose, and Seattle in the USA, and Toronto and Vancouver in Canada.

After becoming part of Northeastern University's global network in early 2019, Northeastern University London has undergone a period of rapid growth, having been granted Taught Degree Awarding Powers in February 2020 and moved to a new, state-of-the-art campus in 2021.

Northeastern University London offers a vibrant, collegiate community delivering broad and academically rigorous degree programmes, designed to equip graduates with the combination of skills and knowledge that are increasingly desired by organisations, employers, and society. It offers state of the art audio visual technology in its teaching and meeting spaces across the organisation.

About Business and Partnership Development & Apprenticeships

The Business and Partnership Development & Apprenticeships section of Northeastern University London is dedicated to designing and delivering work-related learning throughout the UK and internationally. Working across campus and remotely, the teams use innovative pedagogical approaches and best practice in digital education and collaboration to ensure an excellent learner experience for individuals or groups of learners, wherever they are based.

The team currently delivers a growing portfolio of work-related learning in the form of Apprenticeships, Skills Bootcamps and other short course offerings, aligned to digital transformation, data science, artificial intelligence, and project management.

Person specification criteria

To undertake this role, the following should apply – should you not have the experience below, please do highlight where transferable skills would assist with you undertaking the role.

Qualifications

- IAG, coaching or employability professional qualification [Desirable]
- Honours degree or equivalent professional or vocational [Desirable]

Key Criteria

- Experience in a coaching/mentoring role supporting people into work; or experience supporting apprentices or learners on other work-related learning programmes [Essential]
- Experience working within a Further or Higher Education environment [Desirable]
- Excellent communication (verbal and written) and relationship management skills, including effective stakeholder and partnership working [Essential]

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- Excellent organisation and time management skills, demonstrating an ability to work flexibly and to deadlines while maintaining a high level of accuracy and exceptional attention to detail [Essential]
- Excellent record keeping and maintenance, with awareness of Data Protection and GDPR [Essential]
- High degree of professionalism and personal integrity; ability to exercise complete discretion and maintain confidentiality [Essential]
- High level of competency in the use of IT, especially MS Office [Essential]
- Willingness and capacity to undertake continuous professional development [Essential]

Additional Information

Enquiries

Informal enquiries may be made to Hannah Sullivan-Guckian (hannah.sullivan-guckian@nulondon.ac.uk). However, all applications must be made in accordance with the application process specified.

Application process

Applications should be made via [this link](#) by 23:59 on **21 May 2024**. Please reference your application “**CSM0524**”. Participation in the equal opportunities section is encouraged, but voluntary.

Applications must include a covering letter of no more than one page that addresses the criteria for the role and a full curriculum vitae.

Interviews are expected to commence w/c **3 June 2024**

Please note this role may require a basic DBS check. Our organisation acknowledges the duty of care to safeguard, protect and promote the welfare of our students and staff, and is committed to ensuring safeguarding practice reflects statutory responsibilities, government guidance and complies with best practice and Ofsted requirements. You must adhere to the above if you are offered a role with NU London requiring a DBS check.

Applications are welcome from all sections of the community and will be judged on merit alone. We welcome applications from all underrepresented groups, including the Global Majority. Candidates must be able to demonstrate their eligibility to work in the UK in accordance with the Immigration, Asylum and Nationality Act 2006.

Job sponsorship

Please note that this role is not eligible for visa sponsorship.