

## JOB DESCRIPTION



**Job Title:** Head of Employer Engagement

**Grade:** SG9

**Department:** Employability and Apprenticeships

**Responsible to:** Associate Director, Employability and Apprenticeships

**Responsible for:** Employer Engagement Advisors, Mentoring Manager, Placements and Internships Manager

**Non-Contractual Nature of Role Profile:** This role profile is non-contractual and provided for guidance. It will be updated and amended from time to time in accordance with the changing needs of the University and the requirements of the job.

### **PURPOSE OF ROLE**

As part of the University of Greenwich's ongoing Strategic Plan, the institution continues to enhance its employability support for students, alumni, and employers, while also expanding and improving its apprenticeship provision. As a leader in a well-established directorate, this role is pivotal in reinforcing the university's work in fostering strong employer and partner relationships and in delivering exceptional employability services to students. The Head of Employer Engagement will oversee the strategic planning, management, and leadership of employer and alumni-related activities. The post holder will be responsible for developing innovative strategies to engage with employers, identifying and delivering professional skills for the future, and managing the departmental budget.

### **KEY ACCOUNTABILITIES**

#### **Team Specific:**

- Develop and implement a comprehensive strategy for engaging employers and maintaining consistent, effective partnerships across the Service.
- Forge impactful and mutually beneficial relationships with local, national, and international employers/organizations to support students and graduates in securing graduate-level employment. Increase opportunities for graduate-level vacancies, part-time work, internships, placements, and mentoring.
- Engage with a diverse range of employers to meet the expectations and needs of students, ensuring a broad representation of occupational interests and experience levels.

- Monitor trends in the graduate and professional recruitment market, enhancing the university's reputation in the increasingly globalised employer marketplace. Ensure students and graduates are effectively showcased to relevant recruiters, aligning with students' career aspirations at all stages.
- Collaborate to disseminate key information on the graduate labour market and employer recruitment trends to Employability service staff and stakeholders across the University as needed.
- Effectively manage the team to promote all Employability initiatives to partners, including opportunities across the University such as Degree Apprenticeships, Research and Knowledge Exchange, and Enterprise.
- Oversee the collection and analysis of participation statistics and feedback from students and employers. Create reports summarizing activities, identifying trends, and informing continuous quality improvement and strategic planning. Produce Key Performance Indicator reports for the Associate Director.
- Ensure compliance with legal, professional, and quality service standards. Stay informed about existing and new employment legislation and respond appropriately.
- Manage the budget for employer engagement activities, as well as stakeholder contracts and agreements.

**Generic:**

- All the members of the Service are expected to work as a team and to assist with other duties which are commensurate with the grade as required by the line manager or Head of Department.
- As a member of the Association of Graduate Careers Advisory Services (AGCAS), the Institute of Student Employers (ISE) and ASET, participate in meetings, events, training and projects appropriate to the role.

**Core Requirements:**

- Adhere to and promote the University's policies on Equality, Diversity and Inclusion and Information Security.
- Ensure compliance with Health & Safety and Data Protection Legislation.
- Support and promote the university's Sustainability policies, including the Carbon Management Plan, and carry out duties in a resource efficient way, recognising the shared responsibility of minimising the university's negative environmental impacts wherever possible.
- Adhere to current legal requirements and best practice relating to digital content and accessibility, including Web Content Accessibility Guidelines when creating digital content.

**Additional Requirements:**

Undertake any other duties as requested by the line manager or appropriate senior manager, commensurate with the grade.

This is a professional, demanding role within a complex organisation with an ambitious strategic plan and agenda for change. The role holder will be expected to show flexibility in working arrangements, including working hours, to ensure that Employability and Apprenticeships delivers the required level of service.

**KEY RELATIONSHIPS (Internal & External):**

The following list is not exhaustive, but the post holder will be required to liaise with:

- Academic colleagues
- Professional Services colleagues
- Students' Union
- External networks and contacts

## **PERSON SPECIFICATION**

### **EXPERIENCE:**

#### **Essential Criteria**

- Proven experience in developing and implementing employer engagement strategies within a higher education or similar environment.
- Demonstrated success in building and maintaining partnerships with local, national, and international employers.
- Experience in supporting students and graduates in securing graduate level employment, internships, placements, and other work opportunities.
- Extensive knowledge of the graduate and professional recruitment market, including trends and best practices.
- Experience in disseminating labour market information and recruitment trends to various stakeholders.
- Successful management and leadership experience within a team, including cross-functional collaboration.
- Experience in collecting, analysing, and reporting participation statistics and feedback for continuous improvement and strategic planning.
- Familiarity with legal, professional, and quality service standards related to employment and employability.
- Proven experience in budget management and handling stakeholder contracts and agreements.
- Experience in successfully leading and implementing service plans and monitoring performance against targets/standards.
- Proven success in building effective and sustainable relationships with employers and other external stakeholders, creating and developing networks to provide opportunities.
- Demonstrates knowledge and understanding of how IT systems can support and enhance service delivery.

#### **Desirable Criteria**

- Experience of leadership/line management within Higher Education, graduate recruitment, or related fields, including management of staff and resources.
- Experience of using a Career Service Management System (CSMS) or Client Relationship Management (CRM) database.

- Project management experience; from design to completion and delivering to budget and schedule.
- Demonstrable experience in policy development and implementation.
- Substantive experience in the employment market and employment law, particularly regarding issues affecting higher education in relation to graduate employability.

## **SKILLS:**

### **Essential Criteria**

- Strong strategic planning and implementation skills.
- Excellent relationship-building and partnership management abilities.
- Effective communication and engagement skills with a diverse range of employers.
- Ability to analyse market trends and translate them into actionable strategies.
- Collaborative mindset with the ability to disseminate information effectively to various stakeholders.
- Strong leadership and team management skills, including the ability to promote initiatives across departments.
- Proficiency in data analysis and report creation, with attention to detail.
- Strong budget management skills and the ability to manage contracts and agreements efficiently.

### **Desirable Criteria**

- N/A

## **QUALIFICATIONS:**

### **Essential Criteria**

- Educated to degree level or equivalent

### **Desirable Criteria**

- N/A

## **PERSONAL ATTRIBUTES:**

### **Essential Criteria**

- We are looking for people who can help us deliver the [values](#) of the University of Greenwich: Inclusive, Collaborative and Impactful.

## **Desirable Criteria**

- N/A