Alumni Careers Manager

**Department:** Student Careers and Systems (Careers and Placements), Student and Academic Services

**Hours of work:** Full time, 37 hours per week (flexibility available)

**Contract type:** Fixed-Term until 31 July 2024

**Salary:** Grade 6, £33,309 - £40,927 per year (reduced pro rata for part-time working)
Introduction

Student Careers (Careers and Placements)

The University of York’s vision is for every York student to have access to, engage with, and benefit from, the highest standard of support for their personal and career development.

The Student Careers team, aka Careers and Placements, based within Student & Academic Services, supports this vision by encouraging students to be aspirational and to develop their employability by making the most of their time at University. Careers and Placements also offers a lifelong service to its alumni; however as part of the University of York for Life initiative we aim to reimagine careers and personal development opportunities for alumni to ensure York graduates continue to receive a range of opportunities and support relevant to each stage of their working lives.

Working with employers and community partners, we provide a wide range of experiences such as student paid roles and schemes, internships and volunteering programmes. The careers information, and expert advice we provide, allows students and graduates to learn how to make sense of their experiences and prepare for the future.

Our Careers Education, Advice and Guidance team works with students and academic colleagues to provide tailored workshops, information and one-to-one support to enable our students to be successful in their next steps.

University of York for Life initiative

The University of York has invested in a new initiative called The University of York for Life. This aims to be an ambitious, unique and whole-University approach to working with, supporting and leveraging our global community of 150,000 alumni. This initiative is driven by our university principles of equality, diversity and inclusion and our desire to level the playing field for all of our graduates, wherever they are in the world.

University of York for Life is a new and exciting alumni proposition. We want to set a bold new direction in alumni experience that is genuinely different, genuinely global, digital-first and can set a new standard for our sector. There will be three principal strands of York for Life’s digital-first services and opportunities:

- **Career:** professional development and careers support, with a comprehensive networking, coaching and mentoring offer and support for entrepreneurs. Includes York Strengths, online CPD, alumni-to-alumni and alumni-to-student mentoring, support for entrepreneurs and more.

- **Learning:** lifelong academic learning and skills development, guided and supported by expert-led assessment and interactive learning journeys. Online skills development, academic modules and mini-masters, access to library and archival materials, direct contact with experts in their field and more.

- **Community:** opportunities for alumni, students and University colleagues to connect with each other and form networks around shared interests, experiences and societal priorities such as sustainability and equality, diversity and inclusion. Keeping alumni in touch with each other, their local chapter, their College, clubs and societies and University events, and providing the social connections that can draw alumni to the more structured means of engaging with the University.

Led by the vision of the Head of University of York for Life, the Alumni Careers Manager will work alongside one of three Alumni Experience Managers, based within the University’s Office for Philanthropic Partnerships and Alumni (OPPA), to bring innovative new content to the Career and Personal Development strand of the programme.
Main purpose of the role

This role will be based in the Careers and Placements team but work closely with the team in the Office for Philanthropic Partnerships and Alumni (OPPA).

The overall purpose of the role is:

To develop and co-produce the Careers and Personal Development strand of the University of York for Life initiative, ensuring it is digital-first, inclusive (including globally), focused on the needs and preferences of our community, and providing an exceptional alumni experience. This will require:

- working with the Head of University of York for Life and one of the three Alumni Experience Managers, as well as the Careers & Placements team, to explore, reimagine and shape a careers and personal development offer for alumni
- understanding the diverse needs of alumni, and subsequently implementing scalable activities that provide graduates with the information, guidance and networks required to make career-related decisions immediately post-graduation and throughout the rest of their working lives
- focus on new alumni and their career journey 15 months after graduation, including key international audiences
- growing York alumni access to employers, role models and sources of opportunity (both overseas and in the UK)
- connecting and collaborating with key internal stakeholders as well as external partners who will help us to enhance this provision

Key responsibilities

(Role holders will be required to undertake some or all of the duties below)

1. Role Specific Responsibilities

- To support the ambition of the University of York for Life initiative and, in particular, co-create the careers and personal development strand with the aligned Alumni Experience Manager based in OPPA and colleagues from Careers and Placements
- To use research and expertise to translate the needs of a diverse alumni body to key stakeholders and shape deliverable activities that will have a positive impact
- To implement initial areas of focus for the careers and personal development strand of the University of York for Life initiative, as well as identifying potential areas of growth and development longer term
- To work with internal service providers, such as Enterprise Works and Continued Professional Development, to develop mutually beneficial activities
- To work with external providers to deliver off-the-peg provision where appropriate
- To identify and monitor key performance indicators and report to stakeholders
- To help promote the opportunities that the York for Life initiative represents amongst staff and current students
- With the Assistant Director of Student Careers, represent Careers and Placements in discussions relating to the University of York for Life initiative
- To oversee communication activities with new graduates relating to the national Graduate Outcomes Survey
2. University of York Responsibilities for Grade 6

Service and Operational Delivery

- Oversee a responsive and proactive support service to ensure service expectations are met.
- Collect and analyse stakeholder feedback to help define needs and requirements and the design and planning of services.
- Contribute to operational leadership teams and decision making to shape the nature and level of support services.
- Implement changes to the design and development of a service.
- Accountable for delivery of a service within a defined area or defined responsibilities.
- Make effective use of digital solutions to carry out operational activity and implement efficiency improvements.
- Depending on the role, may be required to act as operational line manager - setting, monitoring and overseeing the work of the team on a day to day basis

Continuous Improvement

- Analyse service and operational delivery data and provide reports, making recommendations for improvement as appropriate.
- Ensure the review and improvement of systems and procedures in line with University frameworks.
- Review internal and external practice to identify opportunities for future improvements or efficiencies.
- Apply expertise to identify, understand and propose resolutions for issues or problems.
- Proactively identify opportunities for building personal knowledge and skills, and ensure training and development needs of the team are met.
- Deliver knowledge sharing on specialist defined processes across the broader team.

Specialist Contribution

- Provide advice to stakeholders in relation to complex policy, procedures and regulations.
- Provide specific technical advice to ensure compliance with legislation, statutory duties, etc.
- Provide specialist expertise and support with complexity of data and information sources, providing interpretation and analysis.
- Carry out in-depth, complex investigations or searches; interrogate the information and data to identify trends and patterns.
- Deliver training, teaching and/or development delivery for stakeholders.

Collaboration and Communication

- Establish, maintain and develop productive and ongoing relationships with University stakeholders to create ideas for tactical service or operational delivery development.
- Build relationships and networks internally and externally to build and update knowledge and skills.
- Use a range of digital media and tools to communicate with a diverse range of key stakeholders.
- Act as a supportive and encouraging member of a team. For roles at this level with supervisory responsibilities, demonstrate compassion and give advice on commonly occurring wellbeing issues.

**Governance and Oversight**

- Oversee activity to ensure all processes and transactions are delivered in line with regulatory and professional service and policy standards.
- Provide advice and training to stakeholders regarding compliance and regulations relating to the area of responsibility.
- Contribute to the creation or development of policy and procedures to take account of internal and external changes.
- Ensure activities and documents comply with internal University and external regulation, policy and procedures.

**Planning and Organisation**

- Plan, organise and prioritise the work of self and team members on a regular basis, taking into account operational needs and changing circumstances over the short to mid term.
- Contribute to longer term strategic/planning of the team’s work.
- Lead the delivery of projects to facilitate service operational change or play a role in University-wide projects.
### Person specification

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<tr>
<th>Role Specific</th>
<th>Essential/Desirable</th>
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<tr>
<td>Knowledge of higher education alumni markets, specifically in relation to careers and professional development throughout their working life</td>
<td>Essential</td>
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<td>Careers guidance qualification or experience working in a careers guidance setting</td>
<td>Essential</td>
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<td>Understanding of the needs/challenges of the international alumni audience</td>
<td>Desirable</td>
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<td>Excellent written skills in order to produce relevant and engaging content to a wide range of audiences across the platform</td>
<td>Essential</td>
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<td>Strong network development and management skills; able to form collaborative relationships with many different types of people both internally and externally; persuasive and influential</td>
<td>Essential</td>
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<td>Able to deliver projects on time and in full to a set of agreed outcomes</td>
<td>Essential</td>
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<tr>
<td>Experienced in digital engagement, e.g.: online networking, online learning, digital careers resources</td>
<td>Essential</td>
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<tr>
<td>Experienced at keeping abreast of and adapting to changing alumni careers landscapes</td>
<td>Desirable</td>
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**University of York Person Specification for Grade 6**

**Qualifications:**

Level 3 qualification. (Qualifications at this level include A levels. Please view the full list). We also welcome applicants with equivalent non-uk qualifications or equivalent professional experience.

**Skills - demonstrates the ability to:**

- Lead projects
- Gather, analyse, interpret and report complex data/information
- Use digital technologies including Google applications and/or Microsoft Office
- Communicate effectively in verbal and written formats, including the use of a variety of digital tools

**Behaviours:**

- Works collaboratively with others
- Delivers a quality service
| Develops self and others                  | Essential |
| Actively champions respect, inclusivity, equality and diversity | Essential |
| Identifies and implements continuous improvement | Essential |