

Success and Outcomes Associate (Graduates)

Job Ref: REQ250585

Full-time, Open-ended

As part of the University's ongoing commitment to redeployment, please note that this vacancy may be withdrawn at any stage of the recruitment process if a suitable redeployee is identified.

About Student Services and Careers Network

Loughborough University is highly regarded for the quality of careers, employability and enterprise support provided to students and graduates. Our Careers Network (CN) sits within the Students Services department and provides a wide range of advice, guidance and support services and events and activities for students, graduates and other stakeholders including a wide range of employer partners.

Student Services encompasses a wide range of support and skills development opportunities available for students and graduates at Loughborough. This includes Careers Advice, Student and Graduate Enterprise, Wellbeing Support, Student Advice and Guidance, Student Life, the Wardens Service and Security. In total, the department employs around 180 staff. Student Services and the Careers Network is at the heart of enabling the University's strategic ambition to provide all students with a life-shaping student experience and the support required to maximise their graduate outcomes.

Job Description

Job Grade

Administrative Services Grade 4

Job Purpose

To work as part of a new Success and Outcomes Team, supporting across a range of projects to provide opportunities for Loughborough University students and graduates to succeed, including optimising and maximising their outcomes in employment, entrepreneurship and/or further study. You will use a data-driven approach to evaluate existing outcomes and design and deliver tailored and targeted communications and innovative initiatives that aim to promote the support available and improve outcomes.

This role also requires a willingness to engage with duties across the wider Careers Network, supporting service-wide projects relating to both Graduate Outcomes and Access and Participation (APP).

Job Duties

- To contribute to the work of the Success and Outcomes Team (SOT) to optimise and maximise student success and graduate outcomes, encouraging their engagement with the support available to them and sharing ideas and creative solutions to projects in the team's portfolio.
- To work with the Success and Outcomes Coordinators to effectively review and analyse existing data to determine priorities to optimise and maximise graduate outcomes and / or develop APP interventions, including evaluating existing initiatives using sector-validated evaluation methods and suggesting ideas for continuous improvement.
- To support the design and delivery of creative and innovative promotional/marketing activity through new and existing channels (e.g., social media, webpages, internal comms, academic schools) helping to raise the profile of Careers Network and increase engagement from both current students and recent graduates. Including effective promotion of key projects/activities linked directly to Graduate Outcomes and/or APP.

- To support the wider Success and Outcomes Team to maintain accurate records of key projects/activities on our systems (e.g., Target Connect and Co-Tutor), including monitoring, analysing and reporting re: student and graduate engagement with projects as appropriate – to inform development and report back to key stakeholders.
- To support the Success and Outcomes team and Careers Network more widely to identify potentially non-engaged APP eligible students or recent graduates to proactively contact for support.
- To support the team and wider Careers Network with the design and delivery of new and innovative resources and/or activities as part of the targeted and tailored support on offer for APP eligible students (e.g., Student Success Academy) and recent graduates.
- To contribute to the delivery of 1:1 advice, information and guidance on general careers and employability topics (including CVs, cover letters, interviews and signposting re: student enterprise and further study as appropriate) to both students and graduates through Careers Hubs and Advice appointments.
- To monitor relevant email inboxes acting as a key point of contact for the service, particularly the wider Success and Outcomes Team. This includes responding promptly and appropriately to messages and enquiries for students, graduates and staff relating to Careers Network, Graduate Outcomes and APP (including Student Success Academy).
- To support the team with their contributions to key strategic projects including but not limited to Careers/Employability Festivals and Educational Gain, with a particular focus on contributions to and developments of Personal Best as a Careers-wide initiative.
- To provide cover and support for Success and Outcomes / Careers Network colleagues at busy times and in cases of absence, by undertaking duties and responsibilities which are commensurate with the grade and nature of this post.

Points to Note

The purpose of this job description is to indicate the general level of duties and responsibility of the post. The detailed duties may vary from time to time without changing the general character or level of responsibility entailed.

Loughborough University operates a [Dynamic Working](#) policy. Please find the [key principles we work to](#) here. As a student-facing service, Careers Network expects all colleagues to adhere to these as part of their role. While some remote working will be supported (e.g., out of term time / during non-peak periods in particular), it is expected that the majority of your time (e.g., a minimum of 3 days during term-time) will be spent on campus to ensure we successfully meet operational needs, support the team's effectiveness and create and sustain a positive team culture.

Some out of hours work (evening and weekends) may be required but reasonable notice will be provided where this applies.

Special Conditions

All staff have a statutory responsibility to take reasonable care of themselves, others and the environment and to prevent harm by their acts or omissions. All staff are therefore required to adhere to the University's Health, Safety and Environmental Policy & Procedures.

All staff should hold a duty and commitment to observing the University's Equality & Diversity policy and procedures at all times. Duties must be carried out in accordance with relevant Equality & Diversity legislation and University policies/procedures.

Successful completion of probation will be dependent on attendance at the University's mandatory courses which include Respecting Diversity and, where appropriate, Recruitment and Selection.

Organisational Responsibility

PERSON SPECIFICATION

Your application will be reviewed against the essential and desirable criteria listed below. Applicants are strongly advised to explicitly state and evidence how they meet each of the essential (and desirable) criteria in their application. Stages of assessment are as follows:

- 1 – Application
- 2 – Test/Assessment Centre/Presentation
- 3 – Interview

Essential Criteria

Area	Criteria	Stage
Experience	Experience within a student or other customer- focused environment.	1
	Experience of working individually and as part of a team.	1,3
	Experience in problem solving, using initiative and judgement.	1,3
	Experience in planning and organising workload to meet necessary deadlines, maintaining accurate electronic records as part of this.	1,3
	Experience and / or clear understanding of equal opportunities and the importance of diversity and inclusion in the workplace.	1,2,3
Skills and abilities	A creative, innovative and proactive approach – contributing to the team with novel and fresh ideas.	1,2,3
	Flexibility and the ability to adapt to a changing work environment and priorities (e.g., adopting a project-based approach).	1,3
	Ability to prioritise, plan and work independently with minimal supervision, and to deal with unforeseen circumstances appropriately with support from managers.	1,3
	Excellent IT skills including Microsoft Office and Outlook diary management and ability to select correct methods of communication (email, MS Teams), marketing and promoting services effectively as a result.	1
	Able to work with accuracy and good attention to detail.	1,2,3
	Excellent interpersonal and communication skills, including confidence in talking to, forming and maintaining relationships with internal and external stakeholders. Ability to deal with people in a professional manner.	1,2,3
	Ability to review, analyse and report on data effectively, including writing reports for stakeholders using tools such as MS Excel, Word and PPT as appropriate.	1,3
	Able to maintain confidentiality.	1
Training	Demonstrate evidence of having undertaken further training.	1
	Adopt new procedures as and when required.	1
Qualifications	A level education or equivalent.	1

Desirable Criteria

Area	Criteria	Stage
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Experience	Experience of working in a Higher Education setting.	1,3
	Experience of Loughborough University administrative processes.	1,3
	Experience of Loughborough University specific systems and procedures.	1,3
Qualifications	Degree level education or equivalent experience (e.g. have attended workshops or events/programme activities that are relevant to this position in areas such as EDI, Access and Participation, Careers and Employability).	1

Conditions of Service

The position will be FULL-TIME and is OPEN-ENDED. Out of office hours/irregular weekend work will be required with notice. Salary will be on Administrative Services Grade 4, £26,527 - £28,381 per annum, subject to annual pay award, at a starting salary to be confirmed on appointment.

This position will be based at our Loughborough University campus. The appointment will be subject to the University's normal Terms and Conditions of Employment for Administrative Staff Grade 1-5, details of which can be found [here](#).

The University is committed to enabling staff to maintain a healthy work-home balance and has a number of family-friendly policies which are available at <http://www.lboro.ac.uk/services/hr/a-z/family-leave-policy-and-procedure---page.html>.

We also offer an on-campus nursery with subsidised places, subsidised places at local holiday clubs and a childcare voucher scheme (further details are available at: <http://www.lboro.ac.uk/services/hr/a-z/childcare-information---page.html>)