

## **Graduate Success Coaches (2x roles)**

**Job Ref: REQ260731**

**As part of the University's ongoing commitment to redeployment, please note that this vacancy may be withdrawn at any stage of the recruitment process if a suitable redeployee is identified.**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

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, coaching and events for students, graduates and other stakeholders, including new and established employer partners.

Student Services encompasses a wide range of the support and skills development opportunities available for students and graduates at Loughborough. This includes Careers Advice, Student and Graduate Enterprise, Wellbeing Support, Student Advice, Student Life, the Wardens Service and Security. In total, the department employs around 180 staff. Student Services and Careers are 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 Family and Grade: MA6**

#### **Job Purpose**

To provide specialist and tailored coaching and personal skills development for graduates to succeed after university and in their careers, significantly contributing to an enhanced graduate experience and transition, and maximising positive graduate outcomes.

#### **Job Duties**

- To develop and deliver a creative, flexible, and streamlined programme of coaching support and skills development (Personal Best 2.0, Coaching-Led Educational Ecosystem) for recent graduates designed to maximise their experience after university and positively impact on graduate outcomes.
- To provide professional and effective information, advice and support to a cohort of allocated graduates, adopting a creative, innovative and non-directive coaching approach. Building trust, supporting them in finding their own solutions and increasing their confidence and resilience.

- To identify at risk groups of graduates who would benefit most from 1:1 coaching support and engaging with Personal Best 2.0 and the Graduate Success Academy, working closely with colleagues to assess and process referrals where appropriate, in line with the key objectives of the offer.
- To lead our Careers Network support in an identified academic school, liaising with colleagues as appropriate to deliver on objectives and targets, including maintaining oversight and responsibility for the delivery of your School's Action Plan (Graduate Outcomes and APP), acting as the school's key contact.
- To work in close partnership with key stakeholders across Careers, Student Services, the wider University and Loughborough Students' Union to ensure timely and effective signposting.
- To develop and maintain creative resources for graduates to understand the success coaching and Personal Best offers and how to best further their growth beyond the coaching sessions by engaging with the skills development programme, award and all else the Graduate Success Academy and Careers offers them.
- To take an innovative and creative approach to the coordination of allocated Graduate Outcomes projects and interventions, aligned to current strategic priorities and commensurate with the nature and grade of this post. This will require the need to work in partnership with Managers, Coordinators and Coaches across the Service, as well as wider University colleagues.
- To maintain high levels of professional standards and continuous development through engaging with informal supervision, adopting reflective coaching practices and maintaining a good understanding of the graduate transition, graduate career journeys and recruitment processes.
- To research key themes identified during coaching sessions and develop resources, such as on-demand content, group workshops and training events to benefit the wider graduate community, embedding this (as appropriate) into Personal Best 2.0. To coordinate regular and consistent research into graduate expectations and needs regarding skills and personal development and apply this accordingly.
- To oversee/coordinate the delivery of key Graduate Success Academy activities and to support the Graduate Success Manager to compile timely and detailed updates, presentations and reports on the impact of your work and progress against KPIs and objectives.
- To work collaboratively with relevant stakeholders to help embed equity, diversity and inclusion across the new Graduate Success Team, Careers Network, and our specific services to students and graduates.
- To undertake any other duties or tasks commensurate with the nature and grade of the post when required by the designated line manager or senior management. This includes participating in the delivery of drop-in Careers Hubs and Advice appointments as and when deemed appropriate.

## 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 outlined in the document.

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.

## Organisational Responsibility

Reports to the: Graduate Success Manager

Direct Reports: N/A

Budget Responsibilities: Small operational budget specific to the delivery of the Graduate Success Coaching.

## Person Specification

Your application will be assessed based on the essential and desirable criteria listed below.

Applicants are strongly encouraged to explicitly demonstrate how they meet each essential (and desirable) criteria at the application stage. The criteria that you need to demonstrate in your application will be listed as Stage 1 in the table below.

Stages of assessment are as follows:

- 1 – Criteria measured within the Application
- 2 – Criteria measured at Test/Assessment Centre/Presentation
- 3 - Criteria measured at Interview

### Essential Criteria

| Area              | Criteria                                                                                         | Stage |
|-------------------|--------------------------------------------------------------------------------------------------|-------|
| <b>Experience</b> | Experience of coaching or the provision of advice and guidance. Preferably in Higher Education.  | 1,3   |
|                   | Experience in the design and delivery of effective training programmes, face to face and online. | 1,3   |
|                   | Experience of relationship management with key stakeholders.                                     | 1,3   |
|                   | Experience of supporting coachee groups, ideally within higher                                   | 1,3   |

|                             |                                                                                                                                                                                                                          |       |
|-----------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------|
|                             | education.                                                                                                                                                                                                               |       |
|                             | Experience and passion for working with students and graduates from under-represented backgrounds, specifically working with learners from minority ethnic backgrounds and supporting the graduate recruitment process.- | 1,3   |
|                             | Experience of supporting students and graduates from underrepresented backgrounds on topics relating to identity and lived experience.                                                                                   | 1,3   |
| <b>Skills and Abilities</b> | Strong levels of interpersonal, communication and team-working skills.                                                                                                                                                   | 1,2,3 |
|                             | Ability to communicate enthusiasm for and commitment to Equity, Diversity, and Inclusion with a focus on action.                                                                                                         | 1,2,3 |
|                             | Ability to work with autonomy and as an active team member to prioritise objectives and meet deadlines.                                                                                                                  | 1,3   |
|                             | Ability to provide tailored and effective 1:1 coaching.                                                                                                                                                                  | 1,3   |
|                             | Ability to develop and deliver high quality and innovative training and workshops to both small and large groups.                                                                                                        | 1,3   |
|                             | Awareness of the barriers faced by students and graduates from underrepresented backgrounds within Higher Education.                                                                                                     | 1,2,3 |
|                             | A detailed understanding of the needs of graduates (current and future) and the challenges posed in meeting these needs.                                                                                                 | 1,2,3 |
|                             | Ability to work collaboratively with internal and external stakeholders and develop strong relationships.                                                                                                                | 1,3   |
|                             | Ability to adopt a flexible, creative and solution focused approach to challenging problems and programme design.                                                                                                        | 1,2,3 |
| <b>Qualifications</b>       | Strong educational background, educated to degree level or equivalent.                                                                                                                                                   | 1     |
|                             | Coaching experience or achieved/currently completing a coaching qualification.                                                                                                                                           | 1     |

### Desirable Criteria

| Area           | Criteria                                                                          | Stage |
|----------------|-----------------------------------------------------------------------------------|-------|
| Experience     | Experience of providing support to graduates within or beyond Higher Education.   | 1     |
|                | Experience of working in a Student Services setting.                              | 1,3   |
| Qualifications | A postgraduate-level qualification either in a coaching/support-related function. | 1     |

### Conditions of Service

The appointment will be subject to the [University's Terms and Conditions of Employment](#) relevant to the job grade.

## Shared University Responsibilities

As a member of the Loughborough community, you are expected to:

- Take reasonable care of yourself, others and the environment, and to prevent harm by your acts or omissions. All staff are therefore required to adhere to the University's Health, Safety and Environmental Sustainability Policies & Procedures.
- Support and contribute to the University's commitment to Equity, Diversity, and Inclusion (EDI), while carrying out all duties in a way that respects these principles and upholds the right to free expression. Further information about EDI at Loughborough and our strategic aims is available on our website.

## Our Purpose, Vision, and Values

Our purpose, Vision and Values underpin all that we do and shape how we work together at Loughborough.

We're proud to promote our values: **Adventurous, Collaborative, Creative, Authentic and Responsible**. Our people bring these values to life every day, and they are central to the positive and supportive culture that makes Loughborough unique.

If you join us, you'll be encouraged to bring these values to life in your own work and contribute to the positive, supportive culture that makes Loughborough unique.

Read more about our [vision and values](#).

## Our Accreditations



We strive to create a culture that supports equity and celebrates diversity throughout the campus. The University holds a [Bronze Athena SWAN award](#) which recognises the importance of support for women at all stages of their career.



We are proud to be a [Race Equality Charter Member](#). The Charter aims to improve the representation, progression and success of all minority ethnic staff and students within higher education and address issues of racism within higher education institutions (HEIs).



We are proud to be a Disability Confident Employer and have adopted a proactive approach to employing disabled people and to creating a more diverse workforce. We ensure that our recruitment processes are inclusive and accessible. We guarantee to offer an interview to all applicants who have declared a disability, provided that the essential criteria for the role are met. We proactively anticipate and provide reasonable adjustments and support existing employees who acquire a disability or long-term condition to thrive in the workplace.



We are a real living wage employer, and our Living Wage Employer Mark shows our commitment to paying our staff according to the cost of living.



We are proud supporters of the [City of Sanctuary movement](#) and delighted to be recognised as a University of Sanctuary. This national network brings together, university staff, lecturers, academics, and students, who together work to make Higher Education institutions places of safety, solidarity and empowerment for people seeking sanctuary.

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