

Graduate Success Manager

Job Ref: REQ260732

As part of the University's ongoing commitment to redeployment, please note that this vacancy may be withdrawn at any stage of the recruitment process if a suitable redeployee is identified.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: MA7

Job Purpose

To lead, with vision and creativity, on Careers Network (CN) strategic priorities through a rolling portfolio of university-wide projects designed to significantly enhance employability and career potential, student progression, career choices and graduate outcomes. The portfolio of projects will shift with strategic changes but currently includes Personal Best 2.0 (Coaching-Led Educational Ecosystem) and our new Graduate Success Academy (skills and employability development for recent graduates) and graduate outcomes optimisation.

Job Duties

- To manage and coordinate the work of the new Graduate Success Team, including the Graduate Success Academy (Personal Best 2.0, Graduate Success Coaching, graduate specific work opportunities) and graduate outcomes optimisation.
- To provide line management for team members including staff recruitment, training, effective staff Performance and Development Reviews (GLOW Conversations) while balancing priorities and resource decisions.

- To oversee Personal Best 2.0 in partnership with the Head of Student Futures and Student Success Manager to ensure a successful evolution of the University's core skills development programme, including campus-wide stakeholder liaison with the support of Coordinators, working in partnership with both academics and professional services colleagues.
- To provide leadership for the Graduate Success Academy, reviewing the outcomes regularly and working with the Head of Student Futures to set the strategic direction and operational goals going forward.
- To take responsibility for a new Graduate Success Team to effectively support the most impactful activity for our graduates, ensuring an agile and data-driven response to the changing needs of our graduates, the labour market and our service in line with strategic, institutional priorities (Graduate Outcomes).
- To work closely with the Head of Student Futures and Careers Network Managers to provide greater opportunity for collaboration, fluidity across the team and swift reallocation of resource towards strategic priorities.
- To be a strong and active member of the Careers Network Management Team and deputise for the Head of Student Futures as and when required.
- To provide information, advice and guidance to individual clients and in groups when resource is required, maintaining professional practice and labour market information (LMI).
- To have a broad and detailed understanding of the University and to work in positive partnerships with colleagues within Student Services, the Students' Union, other Professional Services and academics.
- In collaboration with the Head of Student Futures to define and operationalise a strategy for the team, focused on maximising positive impact on graduate outcomes, APP and NSS through meaningful targets and KPIs.
- To coordinate a programme of reflection and continuous improvement in respect of service delivery, ensuring that all services are aligned with student need, delivered efficiently and effectively, innovative in meaningful ways and are inclusive of all student groups.
- To report regularly on the budget for the team, ensuring that resources are effectively managed and deployed.
- 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: Head of Student Futures

Direct Reports: Graduate Success Coaches x2, Graduate Opportunities Projects Officers x2

Budget Responsibilities: To manage an operational budget specific to the delivery of the new Graduate Success Academy (to be confirmed on appointment).

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
Experience	Experience of line management responsibility, including performance management processes.	1,3
	Experience of managing multiple projects or service areas.	1,3
	Experience of operational planning and the preparation and monitoring of budgets and targets in a complex organisation.	1,3
	Substantial experience of working in the area of careers and employability.	1,3

	Experience of leading a client-focussed service with a strong outcome focus.	1,3
	Experience of coaching or the provision of advice and guidance.	1,3
Skills and abilities	High level of interpersonal, communication, negotiating and team-working skills.	1,2,3
	Ability to consider any wider strategic context whilst focussed on operational success of specific services.	1,2,3
	Ability to work with autonomy 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
	Resilient and pragmatic character with a focus on continuous improvement and the ability to accept and deliver appropriate challenge from colleagues and senior managers.	1,2,3
	Ability to adapt quickly to strategic changes/challenges and encourage others to do so too.	1,3
	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.	1,2,3
	A detailed understanding of the needs of students (current and future) and the challenges posed in meeting these needs.	1,2,3
	Good analytical skills in order to be able to take data-driven decisions around provision where appropriate.	1,3
Training	Commitment to the development of self and others and a willingness to actively participate in a programme of continuing professional development.	1,3
Qualifications	Strong educational background, educated to degree level or equivalent.	1
	Achieved/currently completing a coaching/careers qualification or equivalent experience	1

Desirable Criteria

Area	Criteria	Stage
Experience	Experience of a general management role in HE.	1
	Experience of graduate recruitment practises.	1
	Experience of working in a Student Services setting.	1,3
Qualifications	A postgraduate-level general management qualification.	1

	A postgraduate-level qualification in a support-related function.	1
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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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