Job Description

This form summarises the purpose of the job and lists its key tasks. It is not a definitive list of all the tasks to be undertaken as those can be varied from time to time at the discretion of the School, in consultation with the postholder.

Job title: Head of Employer Engagement	**Ref no.:**

Department/Division: LSE Careers	**Accountable to: Director, LSE Careers**

Job Summary:

The post holder manages and leads the Employer Engagement Team and is responsible for the organisation, strategic planning, management and leadership of employer and alumni related activities within LSE Careers.

The post holder has overall responsibility for the planning and delivery of all aspects of employer engagement ensuring the development of services and programmes that support the strategic aims of the LSE Careers and provide opportunities for LSE Careers users to connect effectively with the labour market. This involves working closely with alumni as employers and developing work-based learning programmes.

The post holder considers the student experience in all aspects of employer engagement with LSE Careers, ensuring that the needs of students and alumni, as well as employers, are considered in the development of services and programmes.

The Head of Employer Engagement is responsible for identifying creative ways to engage with employers, identifying and delivering professional skills for the future and managing a budget.

Employer engagement is delivered by a team of employer engagement staff who work on a diverse range of areas including work-based learning, sector and geographic based events, employer skills sessions and account management functions, whom the post holder has line management responsibility and is tasked with managing performance and workload as well as supporting professional development.

Additional tasks include: representing LSE Careers at School committees and working groups relating to external engagement and liaising with other LSE service divisions and universities to optimise employer engagement and to share best practice.

Duties/Responsibilities or HERA Competencies *(Please note, you can either complete the Job Description using the HERA Competencies or not)*

Knowledge and experience

- Capacity to act as an expert and authority in the field of employer engagement, the graduate labour market and relevant international and experienced hire markets
- Ability to act as an ambassador and advocate for LSE Careers on matters relating to employer engagement internally and externally

Service delivery

- Take lead responsibility for ensuring delivery and development of all events, services and work-based learning/internship programmes for students with employers
- Work closely with the Careers Consultant and Student Experience and Operations teams to ensure employer and alumni events and activities are delivered to high standards and with student experience and outcomes in mind
- Regularly monitor and evaluate programme delivery aligned with the School's evaluation framework and the enhancement of the student and employer experience
- Produce policies, procedures and guidelines relating to all employer services
- Manage own employer engagement clients and/or projects

Planning and Organising resources

- Provide strategic direction for employer and alumni engagement by setting targets for the delivery of employer and alumni partnerships in line with student interests and the LSE Careers 2020-25 development plan – in particular expanding outreach to work with alumni as employers, source work-based learning opportunities and expand the diversity of our employers by sector and geography
- As part of the Management team, deliver the LSE Careers 2020-25 development plan which involves emerging areas of delivery and growth over four keys strands –Work based learning, Professionals at LSE, Global Reach and Careers Education
- Forecast and monitor income against projections and take action to avoid or mitigate losses where necessary
- Set prices for services and events that are cost effective and/or in line with market rates
- Horizon scanning for new revenue streams
- Develop pipeline of jobs surfaced on our CRM platform to ensure appropriate mix between UK and International opportunities as well as sectoral diversity in line with student interests

Liaising and networking

- Connect with relevant staff in other careers services nationally and internationally to co-ordinate careers events, investigate joint projects and keep up with best practice in the sector
- Work with divisions and departments in the School to advise on, promote and develop Employer-related services
- Make an active contribution to regional and national AGCAS activities and the ISE

Communication

- Develop strategies for marketing and development of activities with employers and alumni with assistance from the Marketing and Communications officer

- Communicate directly with employers and professional bodies both to ensure up-to-date knowledge of the graduate labour market and to promote the interests of LSE students and graduates
- Diagnose and respond to a wide range of queries from employers, staff, alumni and students, advising them on employer services
- Develop content for employer facing digital comms for the service

Analysis and research
- Evaluate and anticipate the future needs and skills required by employers and trends in the graduate and experienced hire recruitment market and review and develop services to meet them

Team Development
- Manage a team of employer engagement professionals, including employer engagement advisers and a work-based learning team by (i) ensuring appropriate workloads are set and delivered (ii) ensuring high standards and performance and (iii) providing ongoing training and support
- Actively encourage and work on collaborative projects and initiatives, motivating other members of the LSE Careers team
- In consultation with LSE Careers management team take steps to manage employer team effectively and ensure team cohesion in a hybrid (changing) working environment

Teamwork and motivation
The following responsibilities relate to the post-holder's membership in LSE Careers Management Team.
- Engage with Management team colleagues about overall strategic direction and to lead in providing expertise with regard to the development of employer engagement
- Engage in developing and implementing the parts of the LSE Careers development plan/goals which relate to employer engagement and keep the Management Team up-to-date with progress against the plan
- Support management team colleagues in ensuring the Service's projects are managed effectively in accordance with established methods and to act as a board member for appropriate projects

General
- Undertake any other duties pertaining to the operational and administrative activities of the Service as required.

Flexibility
To deliver services effectively, a degree of flexibility may be required in the duties performed in order to meet the demands of service. Job roles may also naturally develop over time and ongoing substantial changes to a role will be discussed between line managers and their staff, with job descriptions updated as and when appropriate.

Equity, Diversity and Inclusion (EDI)
LSE is committed to building a diverse, equitable and truly inclusive university. All posts (and post holders) will seek to ensure diversity and inclusion, while opposing all forms of unlawful and unfair discrimination on the grounds of age, disability, gender identity, marriage and civil partnership,

pregnancy and maternity, race, nationality, ethnic or national origin, religion or belief, sex and sexual orientation, or social and economic background.

Ethics Code
Posts (and post holders) are assumed to have a responsibility to act in accordance with the School's Ethics Code and to promote the principles and values that the Code enshrines. The Ethics Code clearly states that the whole LSE community, including all staff, students, and governors of LSE, are expected to act in accordance with the principles which are set out in the Code. As such you are required to read and familiarise yourself with it. The School's Effective Behaviours Framework is designed to support this Code. It sets out examples for the six behaviours that all staff are expected to demonstrate, these can be found on the following link: click here

Environmental Sustainability
The post holder is required to minimise environmental impact in the performance of the role, and actively contribute to the delivery of the LSE Environmental Policy.

Person Specification

This form lists the essential and desirable requirements needed in order to do the job.

Applicants will be shortlisted **solely** on the extent to which they meet these requirements.

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Evidence	E/D
Knowledge and experience	
• Previous experience of working in client relationship management role in higher education, recruitment or similar environment	E
• Previous experience of managing resources such as people, projects, money and time.	E
• Sound understanding of the graduate and post graduate labour market in the UK and internationally and of the employability agenda	E
Communication	
• Ability to influence at senior levels and to upsell our events and services in order to broaden and deepen engagement at every opportunity	E
• Excellent verbal and written communication skills with ability to convey complex information in a clear, concise and accurate manner with a wide range of people	E
• Proven experience of dealing with queries and complaints using existing procedures to decide and communicate the most appropriate solution	E
Teamwork and motivation	
• Ability to manage, motivate and support team members, including providing feedback on individual performance and giving guidance about appropriate professional development activities	E
• Ability to foster a co-operative and flexible approach and to deliver results for the benefit of everyone	E

Service delivery	
• Proven experience of proactively developing services and/or processes to improve the design and delivery of employer engagement events and services, from a multiple stakeholder perspective	E
• Ability to provide, and ensure others provide, an effective and client-orientated service to all users	E
• Ability to effectively promote activities and/or services to internal and external users	E
• Proven experience of diagnosing the particular requirements of each client and the ability to advise and persuade them of the best solution	E

Planning and organising resources	
• Excellent organisational skills, including the ability to plan and prioritise the activities of others	E
• Proven experience of planning and managing activities in a timely and effective manner and within allocated resources	E

Liaison and networking	
• Ability to develop and maintain effective networks with internal and external contacts that benefit all parties	E
• Ability to represent established service viewpoints to key stakeholder	E

Decision making	
• Ability to consult effectively and to make recommendations and/or to take independent decisions as required	E
• Proven ability to advise others on their decisions, including by presenting a balanced analysis of the options available	E

Initiative and problem solving	
• Examples of coming forward with new ideas and suggestions for developing and improving work	E
• Ability to identify potential threats and opportunities in client services and provide solutions	E

• Ability to use initiative and creativity when addressing difficult situations, or when an immediate solution is not apparent	E
Investigation, analysis and research • Able to analyse qualitative and quantitative data and reporting patterns and trends both to anticipate future needs and resourcing and to produce reports for different audiences with key management information	E

E – Essential: Requirements without which the job could not be done.
D – Desirable: Requirements that would enable the candidate to perform the job well.