



NOTES

- Forms must be downloaded from the UCT website: <http://forms.uct.ac.za/forms.htm>
- This form serves as a template for the writing of position descriptions.
- A copy of this form is kept by the line manager and the position holder.

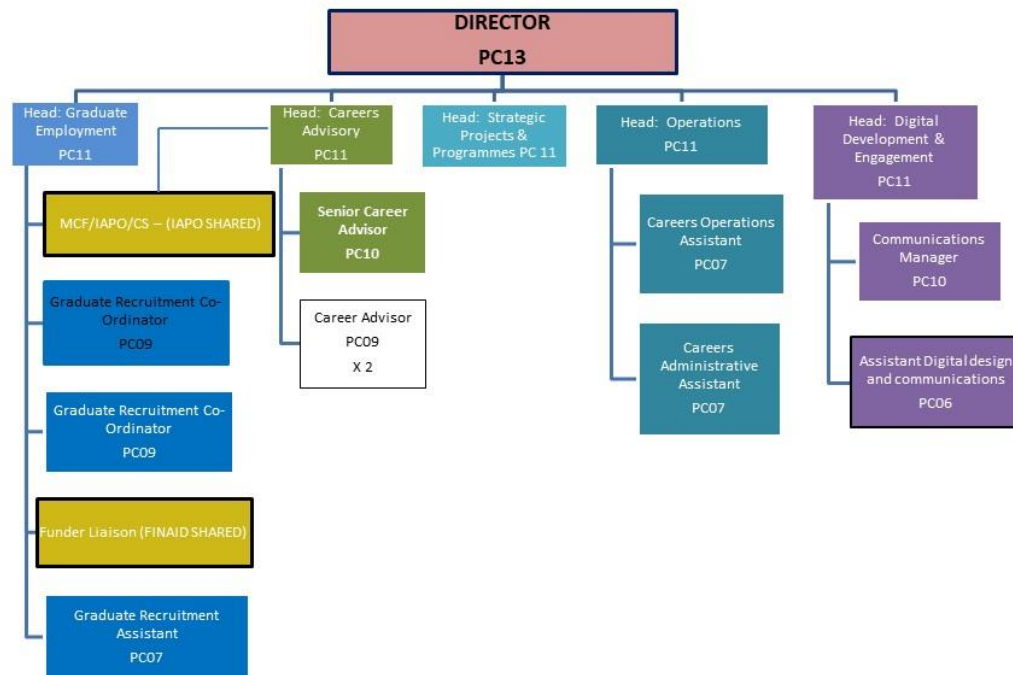
POSITION DETAILS

Position title	Careers Development Advisor		
Job title (HR Practitioner to provide)			
Position grade (if known)	PC9	Date last graded (if known)	August 2016
Academic faculty / PASS department	CHED (Centre for Higher Education Development)		
Academic department / PASS unit	Careers Service		
Division / section	Careers Advisory Service		
Date of compilation	23 July 2021		

ORGANOGRAM

(Adjust as necessary. Include line manager, line manager's manager, all subordinates, and colleagues. Include position grades)

Careers Service Organogram



CONTEXT

Advisory services offered by the Careers Service

The Department offers Careers-related Advisory services in order to facilitate student success throughout the student learning journey. This learning journey extends from first year to Graduation. The Careers Service also provides career-related support to UCT Graduates for 3 years post-graduation. These services ensure that students understand the process of career choice as this relates to their curriculum choices and skills development while at UCT. Advisory services geared toward entering the world of work enable near-final students and graduates to prepare well for finding employment and take responsibility for their long-term career planning.

Advisory services are delivered through a range of interventions including:

- One to one guidance, including careers consultations whether face to face or virtual.
- Group work, including virtual events, workshops and presentations whether delivered within the curriculum or as part of the Service's annual programme.
- Careers-related information resources in print or online formats.

PURPOSE

The main purpose of this position is:

UCT Careers Service requires a proactive, enthusiastic, and experienced individual to join our Careers Advisory Team as part of the overall Careers Service. The team is responsible for helping students, graduates and alumni find meaningful employment, providing career advice, guidance, and information.

The successful candidate must be a graduate with experience either in Higher Education working with students in an advice and guidance role or in a graduate recruitment context. A customer focused approach is essential, as is an ability to perform well with minimal supervision. Knowledge of career development planning and the ability to facilitate planning process will be important. Candidates should have excellent interpersonal skills including the ability to demonstrate emotional intelligence, build relationships, network, influence, motivate and coach. Verbal and written communication skills and the ability to deliver physical or online presentations to a high standard will be important. Applied knowledge of online career management and information tracking portals such as CRM would be an advantage.

A high level of energy, adaptability, and self-motivation together with an ease with utilising technologies to manage and analyse information, monitor effectiveness and host online consultations and virtual events, will be required.

CONTENT

Key performance areas		% of time spent	Inputs (How) (Responsibilities / activities / processes/ methods used)	Outputs (Why) (Expected results)
1	Careers Advice, Guidance and Skills Development	25%	<p>Provide professional careers advice, information and guidance to students and graduates regarding career options, skills development, employment opportunities or further studies via short one to one face-to-face, virtual, or telephonic consultation sessions. Specifically:</p> <ul style="list-style-type: none"> • Advise students on making targeted applications for graduate-/part-time-/vac- work, internships, bursaries & scholarships, or further study. • Support existing Careers Service programmes like the Mock Interview Programme and business games (like FLUX) to ensure that these programmes maximize experiential learning and career education for participating students. • Enhance student skills development through delivery of bespoke, innovative programmes developed by the Department • Development of careers related content as appropriate for CS' offerings, programmes, platforms, channels, and publications • Deliver new programmes of non-assessed group work for undergraduates, postgraduates, and researchers. • Host, chair, moderate and support general events as well as those customised for, and requested by, designated Faculties, or work groups. 	<p>Throughout their learning journey, students are enabled to make informed, realistic choices regarding their education, training, and future career choices.</p> <p>At any point on the student learning journey students are assisted in formulating a plan of action (or re-directed plan of action) to achieve their career goals, and support is provided as necessary.</p> <p>Services are delivered in new ways and at scale, to reach a mass student audience across all faculties.</p> <p>Information resources are specifically developed for relevant electronic platforms.</p>

2	Delivery of career development events, workshops, presentations, and webinars	25%	<p>Design and develop careers related content as appropriate for CS' offerings, programmes, events, platforms, channels, and publications. Specifically:</p> <ul style="list-style-type: none"> • Deliver new programmes of non-assessed group work for undergraduates, postgraduates, and researchers. • Host, chair, moderate and support general events as well as those customised for, and requested by, designated Faculties, or work groups. • Design , organise and deliver Careers-related workshops/webinars with diverse sector and industry speakers. 	<p>Events, workshops, presentations, and webinars are correctly pitched for the targeted audience, relevant, and constantly evolving in step with world of work context.</p> <p>Workshops are tailored to address the needs of the specific audience.</p> <p>Workshop content is constantly improved, and information is current.</p> <p>Workshop materials are accessible through a range of media/ formats.</p> <p>Workshops are based on up-to-date world of work insight.</p>
3	Faculty Liaison	15%	<p>Build, develop, implement, and monitor key partnership relationships and agreements between CS and designated Faculties in accordance with CS strategic priorities, Relationship Management & Engagement plans. Specifically:</p> <ul style="list-style-type: none"> • Design an annual Faculty engagement plan which is aligned with the academic calendar and in sync with other CS priorities and programmes, indicates clear strategic priorities, interventions and approaches. • Deliver the Faculty engagement plan as designed and agreed with designated Faculties/student representative organisations • Provide induction for students on employability and career management. • Deliver bespoke learning programmes, requiring formative and summative assessment, face-to-face and virtually, in collaboration and consultation with Head of Careers and Academic staff in designated Faculties. • Provide advice and information on all employability and career management issues including data on graduate destinations and student engagement for designated Faculties. • Represent the Careers Service on relevant committees of designated Faculties and external working groups. • Assist in producing faculty specific newsletters, communications, information, advice, and opportunities targeted and tailored to student/faculty requirements and needs. • A team priority includes curriculum integration of career management skills elements within the UCT curriculum. As part of the Advisory team, liaise with and advise designated Faculties on embedding employability skills into the curriculum in accordance with CAS/CS strategy. 	<p>The Faculty engagement plan is finalised by Q1 each year, so that implementation can commence in line with the academic calendar.</p> <p>CS Team members become internally (within CHED and UCT) and externally (nationally and internationally) recognized as experts in their professional areas.</p> <p>Strategic working relationships are built with academics and other UCT colleagues.</p> <p>Advisors become channels for information/ knowledge about their faculty to the Careers Service, and vice versa.</p> <p>Within UCT Advisors are trusted as reliable experts in specialist employment areas and develop extensive links with Faculty colleagues.</p> <p>Trusted relationships that lead to tailored and targeted offerings and enhanced employability of students have been formed.</p> <p>It is evident that the postholder contributes to progressing the achievement of curriculum integration.</p>

4	Career Development Information, Resources, Research, Data Analysis, and ongoing sector engagement	15%	<p>Building and maintaining expert knowledge of career opportunities relevant to designated student/graduate caseload. Specifically:</p> <ul style="list-style-type: none"> • Promote the University as a source of graduate employees, of placement students, and of part-time and vacation workers to prospective employers and opportunity providers. • Proactively research and develop contemporary careers information materials using a range of relevant publications and resources to inform about and keep abreast of changes in the evolving world of work and graduate employability. • Respond to requests for articles, reports or information on graduate employability. • Contribute to the team's work to develop and maintain Careers Service websites, e-learning activities, and other online services. • Write reports of 3rd party engagements at the request of the Head of Advisory services and uploading to CRM. • Assist with hosting presentations and on-campus/virtual interview programmes by prospective employers. 	<p>Resources meet the needs of students and alumni across all faculties.</p> <p>Resources are delivered in various ways to reach a mass student audience.</p> <p>Information resources are transferred/specifically developed for the web.</p> <p>Strong links are built between the advisor, a diverse group of employers and alumni.</p> <p>Advisors have firsthand knowledge about what employers are looking for and are informed about the evolving world of work.</p>
5	Personal development and working as a member of the Careers Service team	10%	<p>Contribute to the organisation of careers fairs/expos in collaboration with graduate recruitment team. Team ownership of Careers Advisory stand at all CS events.</p> <ul style="list-style-type: none"> • Ensure that plans are in place for ongoing personal professional development by maintaining the required level of skill to perform the role, identify own learning goals, participate in identification of any gaps in the team's expertise and contribute to the team's ongoing professional development by sharing knowledge and demonstrating commitment to ongoing learning. • Plan and manage own Development dialogue, annual objectives and daily workload as agreed with line manager. • Deliver activities/actions offered, assigned, and agreed to in routine team meetings • Work with the Careers Service team to develop systems and processes to ensure smooth and seamless administration of all areas of work/common deliverables (Expos, VMIP, etc.). • Ensure that required Advisory-related information is provided accurately and timeously to other groups within the Careers Service. 	<p>The Department is represented well at all specialist events within UCT, whether these be routine meetings or formal presentations.</p> <p>The post holder is well-informed, contributes to the ongoing growth in knowledge and expertise of the Advisory team, and contributes to the continued positive image of the Careers Service.</p> <p>Careers Service events are delivered seamlessly and receive consistently positive feedback from participants.</p> <p>Careers-related knowledge and expertise remains updated and current. Future trends are recognised, highlighted, and shared within the team.</p> <p>Reliable, credible data to inform decisions and direction is regularly shared via social media, resources and events.</p>

6	Data, Metrics & Marketing	10%	<p>Produce monthly CS team reports that provide data and insights on agreed internal strategic reporting areas as well as reports for designated Faculty as and when required. Specifically:</p> <ul style="list-style-type: none"> • Retrieve, update, collate, track, and analyse data from relevant CS platforms/dashboards as well as provide insights for all events/programmes • Assist in the design, implementation, monitoring & evaluation and reporting of Advisory services. • Use data insights and feedback to innovate, enhance and expand offering. • Working with others within the Department, use a combination of strategies, tactics and social media platforms and channels, pre- and post- event engagement, to target and expand our offering to students. 	<p>Impact of careers-related advice can be reliably measured/monitored and reflects a positive user experience.</p> <p>The results of systematic evaluation of all events and activities is used to support ongoing performance improvement linked to working at scale.</p> <p>Reliable, credible data and logical insights to inform, innovate and enhance offering and increase engagement is available and regularly reported on by the Advisory team.</p>
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MINIMUM REQUIREMENTS

Minimum qualifications	An NQF 6 level qualification or equivalent qualification.			
Minimum experience (type and years)	<ul style="list-style-type: none"> • A minimum of 3 years' experience in a student facing careers curriculum or academic advising role within higher education OR a graduate recruitment related role • Experience of 1:1 advisory work in <ul style="list-style-type: none"> ○ either a Higher education career advice and guidance role OR ○ in a recruitment and selection role OR ○ for an NGO or in a voluntary work • Experience of customising and delivering engaging and interactive training, presentations, lectures, or workshops to groups of varying sizes face-to-face and remotely • Familiarity with developing careers information resources, including internet developments /CRM • The ability to work and operate as a team player within a strong team-working environment and to have the skills and ability to inspire and influence others in addition to working individually • Understanding of student use of current technologies and use of potential applications of technology in higher education careers work • Evidence of collaborating to form effective working relationships with a variety of colleagues and groups within a University/academic environment: • Evidence of planning for and implementing innovations and change • Ability to manage and prioritise a complex workload • A flexible, pro-active, and adaptable attitude in the work place • Awareness of current national developments and issues in HE careers education, information, advice and guidance, Employability or Graduate Recruitment Market 			
Skills	<ul style="list-style-type: none"> • Data gathering, organising, trends, pattern, insight formulation • Basic research 			
Knowledge	<ul style="list-style-type: none"> • CRM systems • Social media platforms • Marketing • Information technology 			
Professional registration or license requirements				
Other requirements (If the position requires the handling of cash or finances, other requirements must include 'Honesty to handle cash or finances'.)	<ul style="list-style-type: none"> • Honesty and integrity in managing finances. • Professionalism <p>It would be advantageous to have the following:</p> <ul style="list-style-type: none"> • Postgraduate qualification. • Experience of developing and delivering a structured programme of employability related sessions and assessing aspects of the programme. • Good analytical skills with the ability to translate data and reports to inform service delivery. 			
Competencies (Refer to UCT Competency Framework)	Competence	Level	Competence	Level
	Analytical thinking / Problem Solving	2	Persuasiveness	2
	Building interpersonal relationships and partnerships.	2	Coaching / Developing Others	2
	Client/student service and support	2	Professional knowledge and skill	3

	Communication (written, verbal, presentation)	2	Stress tolerance and resilience	2
	Planning and organizing / work management	2	University awareness	2
	Teamwork / collaboration	2	Building partnerships and	2
	Individual Leadership	2	Creativity and Innovation	2
	Information management and reporting	2	Quality commitment/ work standards	2

SCOPE OF RESPONSIBILITY

Functions responsible for	None
Amount and kind of supervision received	Independent contributor; self-leadership; minimal supervision
Amount and kind of supervision exercised	None
Decisions which can be made	Effort, and technical discretion
Decisions which must be referred	Goal and support discretion

CONTACTS AND RELATIONSHIPS

Internal to UCT	Faculty Advisors/Academic Advisors/Faculty Marketing & Communications; Faculty Leadership, Student Organisations; Student Wellness
External to UCT	Employers, Alumni, Professional Bodies