



NOTES

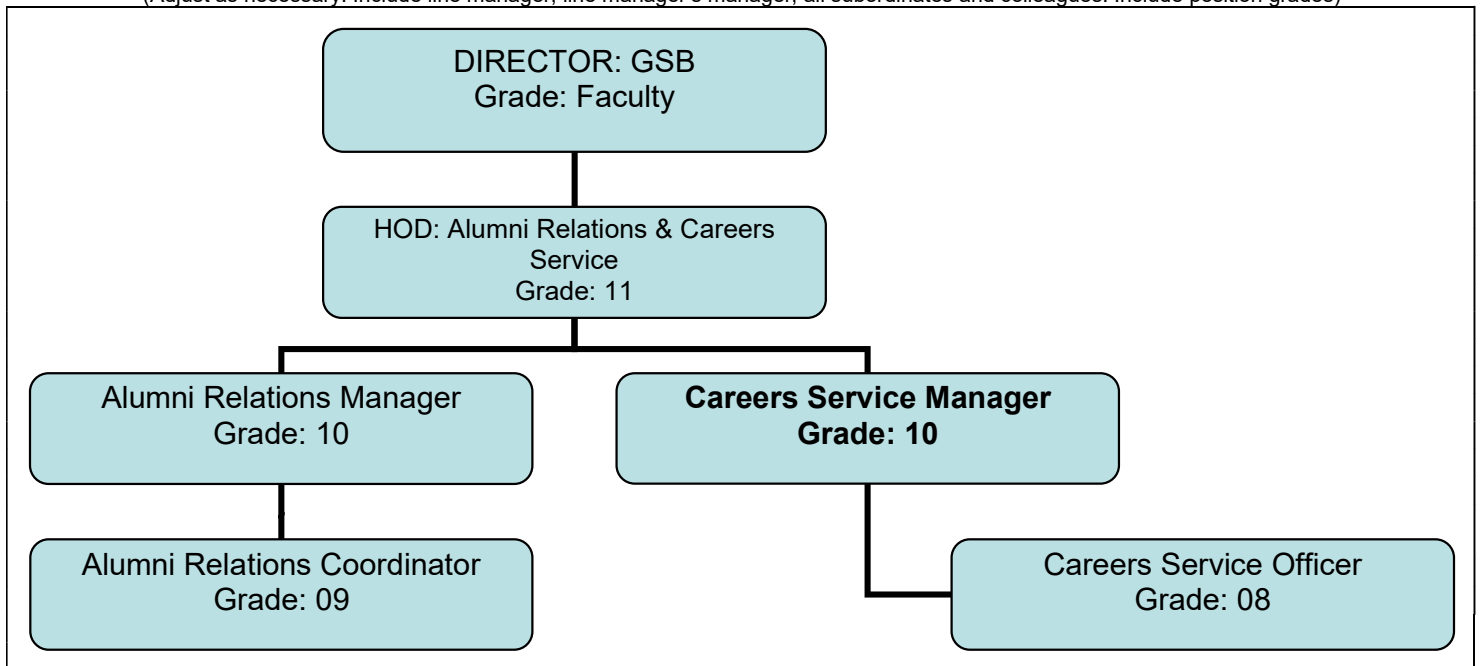
- Forms must be downloaded from the UCT website: <http://forms.uct.ac.za/forms.htm>
- This form serves as a template for the writing of position descriptions.
- A copy of this form is kept by the line manager and the position holder.

POSITION DETAILS

Position title	Careers Service Manager		
Job title (HR Business Partner to provide)			
Position grade (if known)	10	Date last graded (if known)	November 2016
Academic faculty / PASS department	PASS		
Academic department / PASS unit	Academic		
Division / section	GSB		
Date of compilation	01 November 2016		

ORGANOGRAM

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



PURPOSE

The main purpose of this position is to:

Ensure a career service offering commensurate with the top business schools with whom we compete for applicants and ensure that the GSB is top of mind to employers when seeking staff. This entails

- Marketing the GSB and its students/alumni to corporations
- Establish and maintain relationships with corporate partners, both locally and internationally
- Liaising with UCT Careers Service to leverage the UCT footprint and expand our corporate reach
- Formulate, deliver, and manage the careers management learning required by students, in the academic program, career-related workshops, and career coaching sessions.

Ensure that the Careers Service prepares students to take ownership of their job search process and so find relevant employment.

CONTENT

Key performance areas	% of time spent	Inputs (Responsibilities / activities / processes/ methods used)	Outputs (Expected results)
E.g. General and office administration	25%	Takes, types up and distributes minutes and agendas for monthly departmental meeting. Greet visitors, enquires as to the nature of their visit and directs them to the appropriate staff member.	All staff members receive an electronic copy of accurate minutes and agendas, in the departmental template/format, a week before the meeting. Visitors are directed to appropriate staff member professionally and efficiently.
1 Partnerships and stakeholder relations management	30%	<p>Partnerships:</p> <ul style="list-style-type: none"> • Identify and develop strategic graduate recruitment alliances, and corporate and alumni partnerships that will support the delivery of the career development objectives, these include student clubs and societies. • Build and manage inclusive and effective cross-functional working relationships with internal stakeholders. • Collaborate and seek guidance from the Careers Council • Support the CEMS Programme team to identify internship opportunities for the CEMS Master's in International Management student cohort. <p>Market Insights:</p> <ul style="list-style-type: none"> • Incorporate market intelligence and insights to include in the career strategy development and plan. • Develop a deep understanding of the market and student needs and incorporate this into the career's strategy and tactical activities. <p>Reporting:</p> <ul style="list-style-type: none"> • Reporting on the insights gained to relevant internal stakeholders, via corporate website. <p>Communication:</p> <ul style="list-style-type: none"> • Communicate the career development strategy and plans to ensure that it is fully understood and integrated into the school. • Support by providing content for the alumni 1 – 3 year Career Navigate newsletter • Source online resources, such as videos, to effectively manage careers portal maintaining relevant and up-to-date content. • Communicate through and respond to student social media conversations in line with our digital strategy and brand message. • Write and/or source relevant career articles and online resources for careers portal, brochures, or any other written material to students and alumni. 	<ul style="list-style-type: none"> • provide relevant market intelligence such as recruitment trends in SA and abroad to support the work of internal stakeholders. • Position careers service as a first port of call for employers and alumni • Developing trusted and sustainable relationships with internal stakeholders (Programs, Academic department, BDU and students, Employers, and alumni). Customer Relationship Management with existing corporate partners and building at least 4 new partnerships annually. • Develop and source relevant career resources for students which can be extended to recent alumni graduates (as it relates to their career advancement). Work alongside the Careers Advisory Council to support with sourcing relevant career resources, and updated recruitment trends and information pertinent to various industries. • Relationship management • Networking • Provide post-graduate student internships with corporate employers in South Africa, Africa, and Globally • Establish corporate partnerships in the African continent and other regions the GSB wishes to build partnerships.

2	Delivery of careers education, career advice and information services/resources to students and alumni	25%	<p>Careers Education:</p> <ul style="list-style-type: none"> Engage with employers/alumni to contribute to the delivery of career content in the Careers Curriculum programs. Development of resources, coaching/advisory, workshops and seminars Oversee the design and delivery of seminars and workshops on career management skills. Maintain an up-to-date awareness of changes in the global labour market for graduates and the changing world of employment. Develop and implement career development content for a 18 month cycle, taking the different programme starting dates. <p>Coaching / Advisory:</p> <ul style="list-style-type: none"> Provide coaching/advisory support to students on all programs, with additional support given to MBA full-time. Manage the relationship with Associate Coaches, ensuring that a professional coaching / advisory service is delivered. Ensure Associate Coaches has requisite education and experience Capture all coaching/advisory sessions. 	<ul style="list-style-type: none"> Students are supported with relevant career coaching / advisory services. Ensure that all coaching/advisory services are delivered professionally. To write/source and edit career material. All coaching / advisory sessions are captured to feedback into monitoring and evaluating practice.
3	Monitoring, Evaluation and Reporting	15%	<ul style="list-style-type: none"> Collate and report on feedback from students and employers informing internal stakeholders of feedback. Provide regular student employment reports ensuring achievement of GSB strategic objectives. Accountable for the capture of employment statistics for all programs, with a particular focus on reporting for Rankings and Accreditation purposes. Systematic evaluation of all events and activities is used to drive ongoing performance improvement. Develop and implement a plan for the accurate capture of quantitative data which can be used to formally evaluate careers service. Monitor the career activities of major competitors. Accountable for writing accreditation reports. 	<ul style="list-style-type: none"> accurate, reliable, and useful quantitative and qualitative data is gathered and kept. Compile a quarterly report on corporate partnerships and report on the quality of all career services activities monitored and shared with the team and Programme Directors All reporting requirements are met timeously. Evidence-based decision-making to review and revise services.
4	People Management	15%	<ul style="list-style-type: none"> Optimize team productivity through performance management. Create a team culture that supports the vision, strategy, and brand of the GSB. Manage the relationships with Associate Coaches 	<ul style="list-style-type: none"> Manage the Careers Service Office and the Careers Service Officer
5	Finance and Operations management	15%	<ul style="list-style-type: none"> Manage the careers office budget to deliver the careers and business development objectives while executing cost-effective operating processes. Continuously identifying opportunities to maximize career spending. Manage costs to achieve strategic and operational goals. 	<ul style="list-style-type: none"> Manage budget according to budget plan. Provide quarterly forecasts to ensure spend is on track

5	Finance and Operations management	15%	<ul style="list-style-type: none"> Put in place processes and tools to manage the operations and quality of the careers department effectively and efficiently. Create and manage an effective student employment management tool. 	<ul style="list-style-type: none"> Up-to-date and accurate student relations records in place
6	GSB Values	100%	<ul style="list-style-type: none"> integrate the GSB values in every decision, execution, and interaction. <p>GSB Values:</p> <ul style="list-style-type: none"> We are passionate about learning, innovation and creativity. We recognise the legacies of our past, both positive and negative while looking forward to an equitable and inclusive future based on respect for the value of diversity. We are committed to Africa, and South Africa's future in our continent and the world. We accept the responsibility to act ethically and with professional integrity. We nurture thought leadership, recognising and respecting diversity in points of view and the contribution that we can, and should, make to public intellectual life. 	<ul style="list-style-type: none"> Visibility of values being lived. Climate survey/ User-rating Awareness of how values impact everything we do and actively/visibly incorporating in daily operations as well as meeting strategic objectives.

MINIMUM REQUIREMENTS

Minimum Qualifications	A relevant post-graduate tertiary qualification in Education, Psychology or a related field. (preferably master's level)			
Minimum experience (type and years)	<ul style="list-style-type: none"> • At least 3 - 5 years experience with the Higher Education sector in a Career Services unit or Talent Management / HR experience or within a Headhunter / Recruiting capacity. • A minimum of 3 years experience managing staff and budgetary management • Guide the creation of content for career management learning materials. • Understanding of current technologies and the use of applications for organizational processes. • Excellent written/verbal communication skills including the production of complex reports and digital offerings for different audiences. • Knowledge of global graduate labour market trends, employer expectations, and the graduate opportunity structure both locally and internationally • Experience collaborating with a range of stakeholders and building relationships at a strategic level. • Proven network with both local and international established employers and higher education institutions • Sound judgment involved with developing career programming and resources, structuring schedules, and determining follow-up. • Proven ability to engage with strategy and a strong focus on delivery. • Highly effective planning, scheduling, time management, and follow-through skills to coordinate and implement special programs and events, while providing service to both employers and students in a fast-paced work environment • Excellent presentation skills • Demonstrably event management skills. • Flexibility and initiative, as well as the ability to work independently, combined with the skills for thriving in a team environment to achieve GSB goals. • High professional and ethical standards for handling confidential information. • Must be willing to travel nationally and internationally (as appropriate) and work evenings and weekends as required. 			
Skills	<ul style="list-style-type: none"> • Negotiating • Ability to work with a restrictive budget – sound financial • Excellent communication – written and verbal • Organizational • Problem-solving • People • Networking • Marketing • Sales 			
Knowledge	<ul style="list-style-type: none"> • Relevant experience in graduate recruitment. • Understanding of the local and global recruitment market for mid to senior managers 			
Professional registration or license requirements	Not required			
Other requirements (If the position requires the handling of cash or finances, other requirements must include 'Ability to handle cash or finances'.)	Not required			
Competencies (Refer to UCT Competency Framework)	Competence	Level	Competence	Level
	Building partnerships	3	University Awareness	2
	People management	3	Resource management	3
	Planning & organizing/ work management	2	Resilience/tenacity	3
	Written communication	3	Initiating action/initiative	2
	Quality commitment/work standards	2	Results focus	3
	Client/student service & support	2	Team work/collaboration	3

SCOPE OF RESPONSIBILITY

Functions responsible for	Provide a career service commensurate with the top business schools, this includes career management and building relationships with corporations to open avenues of opportunity for students.
Amount and kind of supervision received	Minimal
Amount and kind of supervision exercised	One staff member, the Careers Service Officer reports to the role.
Decisions that can be made	As it relates to career management and corporate engagement.
Decisions which must be referred	Alumni Relations and other requests required of the incumbent

CONTACTS AND RELATIONSHIPS

Internal to UCT	Marketing, Programme Directors and Teams, GSB Admissions and Recruitment team, UCT Careers Services, BWL Staff,
External to UCT	Alumni and corporate partners;

AGREED BY

	PRINT NAME	SIGNATURE	CONTACT NO.	DATE
Position Holder				
Direct Line Manager/Supervisor				
Area Line Manager				
HOD				
Dean / ED				
HR Business Partner				