

Job Description

Student Employment Manager

Directorate of Library and Student Services

Grade: G

Role profile: SMG1

Full time

Fixed Term

	Duties of the role
Overall purpose of the role	This is a newly configured position at the University based in the Directorate of Library and Student Services. The role reports to the Head of Careers Service and is responsible for the operational management, development and delivery of employability provision across the University, including Unitemps, Internships and Enterprise. A key focus of the role will be to develop and expand internship and paid work experience opportunities for students and graduates, working collaboratively with internal departments, academic colleagues and external employers to increase participation, improve Graduate outcomes and strengthen employer partnerships. The role is responsible for managing Unitemps as a commercially focused, compliance-led recruitment service, ensuring effective operational delivery, financial oversight, regulatory compliance, service development and income generation. You will have leadership experience in a careers or employability services.
Main duties and responsibilities	• To manage the delivery of student employment programmes, internship schemes, mentoring schemes and the University's Unitemps office. • To oversee the development, delivery and lifecycle management of internships, and paid work experience opportunities via Unitemps for students and graduates, including preparation, monitoring, evaluation and continuous improvement activity. • To line manage staff within your team, support continuing professional development and oversee budgets, projects and resources as appropriate. • To ensure the effective operational management of recruitment, onboarding, payroll processes, compliance activity and operational systems associated with the University's Unitemps office. • To act as a senior point of escalation for operational, service delivery and temporary worker performance issues where required. • To develop and maintain relationships with employers, internal departments and external partners to secure employment, internship and work experience opportunities. • To work collaboratively with academic and professional service colleagues across the University to support employability initiatives and work-based

Duties of the role

learning opportunities.

- To oversee the internships function, ensuring internship opportunities are appropriately coordinated, monitored and supported.
- To support the integration of employability and work-based opportunities within the wider student experience.
- To ensure student employment and internships are accessible, inclusive and aligned with employer and University expectations.
- To ensure compliance with employment legislation, right to work requirements, UKVI regulations, safeguarding requirements, health and safety, DBS processes and University policies.
- To maintain accurate operational, financial and compliance records relevant to the work undertaken and ensure adherence to University and external regulatory requirements.
- To monitor performance against KPIs, income targets and service objectives, producing reports and management information for senior colleagues as required.
- To use student data, employer feedback and sector insight to enhance student employment and internship provision and monitor service effectiveness.
- To contribute to service improvement initiatives and support the continuous enhancement of operational processes and the student and employer experience.
- To actively engage in professional development and stay informed of developments and best practice across the employability, recruitment and higher education sectors.
- To collaborate on cross-University projects and participate in committees, working groups and project teams aimed at enhancing student employability and graduate outcomes.
- To represent the University externally where appropriate and serve as a positive ambassador for De Montfort University and Unitemps.
- To encourage student participation by amplifying student voice in the development of employability and student employment initiatives.

OTHER

- Role model and act in accordance with the University's Leadership and Management
- Standards and Behaviours framework aligned to DMU values:
- Collaborative - encourage my team to collaborate and share best practices, set clear and aspirational goals, create outcome-focused work plans, and recognise strengths and support development.
- Compassionate - provide honest and constructive feedback, foster a safe and open work environment, deliver difficult decisions with credibility, and act with integrity and transparency.
- Creative - create an environment that encourages questioning and idea sharing, minimises bureaucracy, facilitates open discussions about mistakes, and involves teams in continuous service improvement.

	Duties of the role
	• Community minded - encourage diverse perspectives, promptly address conflicts and inappropriate behaviours, and foster a culture of mutual respect. • Take responsibility for ensuring that the university's strategic equality plans are in place and provide regular reports on progress. • Treat all DMU staff, students, contractors and visitors with dignity and respect. Provide a service that complies with the Equality Act 2010, eliminating unlawful discrimination, advancing equality of opportunity and fostering good relations with particular attention to the protected characteristics of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief (or none), sex and sexual orientation. • All members of staff are responsible for their contribution to improved environmental performance and in reducing greenhouse gas emissions at DMU. It is therefore required that all members of staff are aware of how the Environmental Policy relates to their own role at the University. Staff conduct must reflect the values inherent in the Environmental Policy and where required staff must cooperate with environmental compliance and conformance requirements to help minimise our emissions to air, water and land. • The postholder should have a positive attitude towards health and safety, and be aware of and comply with all health and safety policies for the university, as applicable. There will be a requirement to complete all mandatory health and safety training as deemed to be relevant for the position held. The postholder is expected to help maintain a safe working environment for staff, students and visitors by working closely with the local safety coordinator as required. Any accidents or dangerous incidents must be reported promptly through the university's reporting system. • Perform any other duties commensurate with the job grade as reasonably required from time to time.

Person Specification

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Area of responsibility	Requirements	Essential or desirable		*Method of assessment			
				A	I	T	D
Qualifications	Educated to degree level or equivalent professional experience related to the role which has involved critical thinking, analysis and problem solving.	Essential		X			X
	Evidence of continuing professional development.	Essential		X	X		X
	Postgraduate qualification or relevant professional accreditation, e.g. Advance HE.		Desirable	X			X
Experience	Significant experience of delivering employability, placements, or careers-related services.	Essential		X	X		X
	Strong knowledge and understanding of employability, internships, and work-based learning in Higher Education.	Essential		X	X		X
	Experience of managing careers and employability projects, programmes, or services.	Essential		X	X		X
	Experience of interpreting and using data to inform service improvement relevant to careers and placements.	Essential		X	X		X
	Experience of working collaboratively with academic staff, external employers, and sector bodies.	Essential		X	X		X
	Experience of workplace compliance, health and safety, and risk assessment.	Essential		X	X		X
	Proven experience of supporting the design and delivery of employability skills within the curriculum.		Desirable	X	X		X
	Familiarity with Graduate Outcomes survey data, league table metrics, and regulatory frameworks.		Desirable	X	X		X

Area of responsibility	Requirements	Essential or desirable		*Method of assessment			
				A	I	T	D
	Knowledge of digital platforms, including employability and placement management systems such as Handshake.		Desirable	X	X		X
Skills and abilities	Strong communication, presentation, and problem-solving skills, with the ability to manage risk and complexity.	Essential		X	X		X
	The ability to lead in a supportive and empathetic manner and to foster an inclusive working environment that respects diverse perspectives.	Essential		X	X		X
	The ability to manage competing priorities, meet deadlines and delegate work.	Essential		X	X		X
	A sound understanding of the University's strategy and values and a demonstrated commitment to ensuring adherence to the University's Equality and Diversity policy.	Essential		X	X		X
	Proven experience of initiating and supporting work that actively addresses gaps and potential bias in careers and employability practice.	Essential		X	X		X
	Excellent IT skills, with an up-to-date knowledge of innovative technologies and how they may be used to enhance the student and staff experience, including streamlining processes and informing training.		Desirable	X	X		X
Additional requirements	The ability to commit to on-campus work on 3 days per week as part of hybrid working.	Essential		X	X		X
	Willingness to work occasional out of office hours (e.g. evenings and weekends).	Essential		X	X		X

***A = Application Form; I = Interview; T = Test; D = Documentary Evidence**