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Job description and person specification

Employability Hub Officer

Credit: Ideal Insight

Job description

Job title	Employability Hub Officer
College/Service	London College of Communicat
Department/Team	The College Education Team/The Employability Hub
Accountable to	Placements and Employability Manager
Contract	Fixed Term - 8 months
Term	17.5 hours per week, 52 weeks per year
Grade	Grad
Salary	£40,199 - £49,072 per annum pro-rata
Location	UAL - Elephant and Castle, London
HERA Reference	002489

Purpose of the role

The Employability Officer will be a key member of the Employability Hub, supporting the delivery of placements, work-based learning and industry engagement to enhance the student journey and graduate outcomes. The postholder will provide frontline advice to students, maintain effective employer relationships and ensure the smooth running of processes. This enables growth through a focus on strategic development, deeper employer engagement and service enhancement.

Key duties and responsibilities

- Responsible for a welcoming and accessible first point of contact for students, offering guidance, information and signposting.
- Undertake initial compliance checks for placement approval submissions, resolving any outstanding issues, before escalating to Placement and Employability Manager for final approval.
- Physically oversee and support the Hub space 2.5 days per week, ensuring it is professional, inclusive and well-resourced, providing day-to-day support for operational management of the Hub and its activities.
- Maintain and update online resources, digital content, and the consultation booking system via Moodle.
- Collect, track and analyse student engagement data and feedback to support service evaluation and continuous improvement.

- Assist with researching and developing industry partnerships to create placements, internships and student career development opportunities.
- Support integration of employer engagement into curriculum planning, collaborating with academic teams as required.
- Organizing industry engagement initiatives, including meetings, events, guest lectures and workshops.
- Maintain and nurture relationships with employers to provide sustainable opportunities for students.
- Help maintain accurate records of employer partnerships, student placements and engagement activities.
- Contribute to research, project work, and service improvement initiatives as required.
- Use MS Office Suite (Word, Excel, PowerPoint, Outlook), MS Teams, and other digital platforms (e.g. Moodle) for communication, record-keeping, reporting and data analysis.
- Promote equality, diversity, and inclusion within all Hub activities, ensuring positive experiences for all students.

Key working relationships

- Placements and Employability Manager
- Students and alumni
- Employers and industry partners
- Academic course teams
- The College Education Team
- Professional Services across UAL inclusive of Registry, Student Support, and EDI services
- Careers and Employability colleagues across UAL inclusive of the Creative Shift
- RKE Team

General duties

These duties below are in addition to the duties and responsibilities listed above:

- Perform duties and tasks consistent within the scope and grade of your role as reasonably may be expected and assigned to you from anywhere within the university.
- Undertake health and safety duties and responsibilities appropriate to the role.
- Work in accordance with the University's Staff Charter and Dignity at Work Policy and anti-racism plans, promoting equality diversity and inclusion in your work.
- Undertake continuous personal and professional development, and to support it for any staff you manage through effective use of the University's Planning, Review and Appraisal (PRA) scheme and staff development opportunities.

- Make full use of all information and communication technologies to meet the requirements of the role and to promote organisational effectiveness.
- Conduct all financial matters associated with the role in accordance with the University's policies and procedures, as laid down in the Financial Regulations.
- Contribute to the University's Climate Action Plan and Social Purpose Strategy which sets out our principles, commitments and goals towards climate justice and our socio-environmental purpose.

Person specification

This section provides a list of up to 10 essential criteria (and up to 2 desirable criteria if specified) that you will need to demonstrate you meet as part of the recruitment process.

Experience, knowledge and qualifications

- Experience supporting employability, placements, or work-based learning in HE/FE or related sectors (e.g. recruitment, HR, careers).
- Knowledge of employer engagement, labour market trends and opportunities in creative industries.
- Understanding of inclusive practice and widening participation in relation to employability.
- UG qualification in a creative field.

Communication skills

- Excellent written and verbal communication skills; confident in delivering presentations and workshops.

Leadership and management

- Ability to work independently, manage priorities and coordinate small projects.

Research, teaching and learning or Professional practice

- Ability to research employers, sectors and opportunities to support employability.

Planning and managing resources

- Strong organisational skills with experience using systems and maintaining accurate records.
- Experience of working confidently with MS Office Suite (Word, Excel, PowerPoint, Outlook) and online platforms (i.e. Moodle, Linked In)

Teamwork

- Effective team player with experience of collaborative work and commitment to improving student outcomes.

Student experience or customer service

- Experience providing high-quality guidance or customer service to a diverse audience.
- Commitment to improving student outcomes.

Creativity, innovation and problem-solving

- Ability to identify issues, propose solutions and contribute ideas to enhance provisions.