

**University of Derby Job Description**

# Job Summary

## **Job Title**

Student and Graduate Outcomes Manager

## **College/Department**

Business Engagement and Employability

## **Location**

Kedleston Road, Derby, DE22 1GB

## **Job Reference Number**

0186-24

## **Salary**

£37,756 to £40,920 per annum (for exceptional performers, there is scope for further progression up to £51,878 per annum).

## **Reports To**

Head of Careers and Employability

## **Line Management Responsibility**

Yes

# Job Description and Person Specification

## **Role Summary**

The Graduate Outcomes Manager will be responsible for managing the institution’s responsibilities for the HESA Graduate Outcomes survey. This includes ensuring the successful collection of data from University of Derby graduates for the HESA Graduate Outcomes Survey. To manage the collation internally of contact details and their submission to HESA. To analyse, disseminate and provide explanations of the Graduate Outcomes survey results data, producing various reports of value and integrity for key purposes, including Course Performance Review, communications and marketing. The postholder will monitor and challenge survey data to ensure the most accurate representation of the institution’s performance, acknowledging the impact of the data on Key Performance Indicators (KPI’s), Teaching Excellence Framework (TEF) metrics and League Tables.

## **Principal Accountabilities**

1. Working strategically and collaboratively to project manage the Graduate Outcomes cycle:
* Manage and coordinate a robust and sustainable approach to data management, data cleansing processes and data quality to provide internal reassurances and meet HESA requirements for the submission of contact details and auditing of Standard Occupational Classification for Graduate Outcomes.
* Work across departments to implement or enhance processes to ascertain up to date student and graduate contact details, in line with HESA regulations.
* Assess current systems/software for cleaning and storing contact information and taking measured steps to enhance and develop processes.
* Prepare regular internal and external reports and communicate Graduate Outcomes activity in a variety of mediums.
* Gather information and data, including sensitive data and qualitative and quantitative feedback. Collaborate with Strategic Insight and Planning team on Graduate Outcomes analysis and reporting.
* Make appropriate use of data, metrics, and benchmarking intelligence.
* Working across the university, to provide advice on policy and processes, develop procedures, and implement plans in line with GDPR, legal and compliancy requirements. Establish and maintain links with regulatory bodies.
1. Use relevant software tools and reporting mechanisms to capture planned student destinations, targeting students who are in ‘most-need’ of Careers and Employability support.
2. Keep informed of HESA guidance on data protocols and data protection. Working with Head of Careers and Employability and the University’s Legal and Data Protection teams to devise procedures and protocols for the compliant submission and use and dissemination of Graduate Outcomes data both internally and externally. Communicate these requirements to users of the data.
3. Provide training for academic and professional service staff on Graduate Outcomes, including updating and maintaining the staff Graduate Outcomes SharePoint pages.
4. Provide guidance to the Senior Digital Officer on recommended HESA Graduate Outcomes communications throughout the cohort cycles.
5. Work collaboratively with the Development and Alumni Relations Office and Graduate Outcome College Champions to curate and streamline communications, case studies and success campaigns of our graduates.
6. Co-create awareness campaigns of Graduate Outcomes during the student journey to increase survey engagement. To be accountable for the implementation of plans, achievement of targets and standards of evaluating practice.
7. Contribute to Careers and Employment Service planning, strategic direction, policies, and service design within the framework of University Strategy Plans.
8. Contribute and report on monthly lead indicators and Institutional Success Measures (ISM’s) in collaboration with Strategic Insights and Planning team.
9. Develop and maintain expert understanding of the University of Derby graduate experience; sector developments, benchmarks, and best practice; and regulatory requirements.
10. Respond to Graduate Outcomes enquiries from university staff and external stakeholders as appropriate
11. Contribute to University response to feedback and consultations on the development of the survey, quality issues and methodology.
12. Address developments on a national level around careers and employability activity, contributing to national and regional workshops, conferences, projects and publications.
13. Establish and maintain sector knowledge. Share knowledge, encourage new ideas and appropriate response to emerging external requirements.
14. Manage the Graduate Outcomes Project Assistant.
15. Work in accordance with university policies and procedures (including Equality and Diversity and Data Management), promote social mobility, equality and diversity for students and staff and sustain an inclusive environment.

This is not a complete list of all duties and responsibilities, the post-holder may be required to undertake other duties commensurate with the level and skills/qualifications of this role.

## **Person Specification**

### **Essential Criteria**

#### **Qualifications**

* Undergraduate degree or equivalent relevant qualification.

#### **Experience**

* Experience of successfully leading and implementing service plans and monitoring performance against targets/standards.
* Experience in designing solutions which meet student and graduate needs.
* Experience of building successful networks both internally and externally.
* Experience of interpretating and communicating complex data.
* Experience of people management and collaborating with stakeholders.

#### **Skills, knowledge & abilities**

* Excellent communication (written and verbal), including strong negotiation and influencing skills.
* Knowledge of the graduate employment market.
* High level of analytical skill and critical thinking.
* A collaborative approach and ability to influence and motivate.
* Commitment to achieving high quality experiences and outcomes for all service users, drives to achieve excellence in their own work and the work of others.
* Future focussed and innovative, able to effectively draw on professional practice, awareness of sector, established internal and external networks, in order to proactively lead the team to develop shared innovative approaches to work and service design and to evidence their impact.
* Confident to engage others, work across teams and with students and other service users to cocreate and co-design solutions to challenges.

#### **Business requirements**

* A flexible approach to working will be required including occasional evening and weekend working.
* Evidence of continued professional development.

### **Desirable Criteria**

#### **Qualifications**

* Project management qualification or equivalent experience.

#### **Experience**

* Previous experience in student and graduate employability.
* Experience of authoring, editing and proof-reading strategic papers.
* Experience of compliance led work e.g., GDPR.

#### **Skills, knowledge and abilities**

* Knowledge and understanding of the quality standards and external requirements relevant to the role, including Office for Students and Higher Education Statistics Agency.

# Benefits

As well as competitive pay scales, we offer generous holiday entitlement. We also offer opportunities for further salary progression based on performance, and the opportunity to join a contributory pension scheme.

For more information on the benefits of working at the University of Derby go to [the Benefit pages of our website.](https://jobs.derby.ac.uk/display.aspx?id=1912&pid=0&tabId=230)

# Our People

The University of Derby is committed to promoting equality, diversity, and inclusion. However you identify, we actively celebrate the knowledge, experience and talents each person brings. Our students come from a wide range of backgrounds; therefore we are particularly interested to hear from applicants who will help our leaders and teams be more reflective of our student population.