



**NOTES**

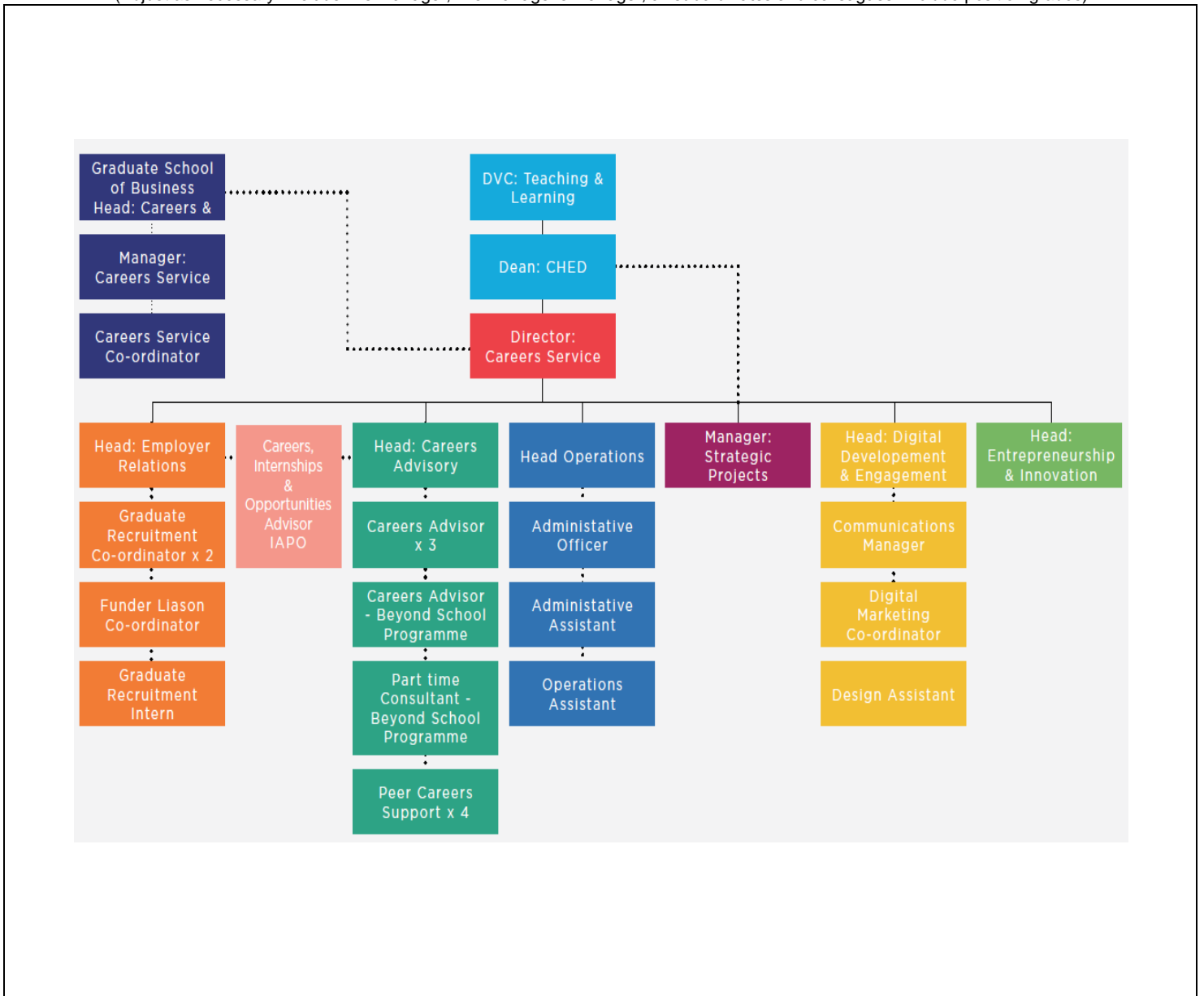
- Forms must be downloaded from the UCT website: <http://forms.uct.ac.za/forms.htm>
- This form serves as a template for the writing of position descriptions.
- A copy of this form is kept by the line manager and the position holder.

**POSITION DETAILS**

Position title	Director: Careers Service		
Job title (HR Practitioner to provide)			
Position grade (if known)	13 (5)	Date last graded (if known)	Nov 2017
Academic faculty / PASS department	PASS department		
Academic department / PASS unit	Careers Service		
Division / section	CHED		
Date of compilation	May 2018		

**ORGANOGRAM**

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



## **PURPOSE**

The Director of the Careers Service is responsible for the strategic leadership, management and development of the service and its staff. The Director will be expected to work closely with the Dean and Senior Management of CHED as well as senior management of the university to ensure that the goals and purpose of the service are aligned to and supportive of the university's institutional priorities. The Director will champion the employment and employability agenda to ensure that UCT students, graduates and alumni have the graduate attributes and experiences to maximise their own potential and their contribution to the global community in which they will work.

**CONTENT**

<b>Key performance areas</b>		<b>% of time spent</b>	<b>Inputs</b> (Responsibilities / activities / processes/ methods used)	<b>Outputs</b> (Expected results)
1	Strategic leadership	20	<ul style="list-style-type: none"> <li>• Actively participate in the development of CHED's strategic goals as part of the senior leadership team</li> <li>• Lead the development of the services' overall strategy and ensure that it is closely aligned to and supportive of the strategic priorities of UCT</li> <li>• Determine the annual priorities of the service and motivate the team to deliver these</li> <li>• Maintain an up to date awareness of changes in the global labour market for graduates and the changing world of employment</li> </ul>	<ul style="list-style-type: none"> <li>• A comprehensive and well defined strategy for Careers, Employability and Entrepreneurship at UCT</li> <li>• Support SLG and senior management in all matters relating to Careers, Employability and Entrepreneurship at UCT</li> <li>• Annual strategic planning, measurement of success and refining of plans is executed aligning to UCT/CHED strategies</li> <li>• CS activities, outputs and outcomes support and assist UCT achieve its strategic goals</li> </ul>

2	Organisational Leadership & Development	15	<ul style="list-style-type: none"> <li>• Set clear and measurable goals and personal KPI's in order to manage the personal and professional development of all of the staff of the service</li> <li>• Lead the team and the service by setting an example through professional knowledge and commitment to excellence in service delivery</li> <li>• Ensure the staff of the service has sufficient support, training and development opportunities to be able to deliver the highest standards of careers advice</li> <li>• Mentor, coach and appraise the Heads.</li> </ul>	<ul style="list-style-type: none"> <li>• The Careers Service is efficiently run according to the university's overall goals, meets its goals and complies with university policies and procedures</li> <li>• The departmental climate is healthy. There is a diversity of staff whose views are mutually respected, while maintaining a focus in operational outputs</li> <li>• Careers Service staff have access to professional development to ensure they stay informed of changes and new initiatives that will affect their practice</li> <li>• Annual planning and per-semester evaluations are organised to ensure stakeholder feedback is analysed</li> </ul>
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3	Strategic oversight of Operational Outputs	15	<ul style="list-style-type: none"> <li>• Plan and organise the overall delivery and development of the service</li> <li>• Promote rigorous quality assurance to drive excellence in the delivery of all aspects of the service's work</li> <li>• Report on the work of the service to the CHED Board, university bodies and external stakeholders</li> <li>• Driving continuous enhancement of relevant processes and systems to exploit the potential of digital technology to support effective administrative processes and students career journeys</li> <li>• Monitoring and evaluating Careers Service outcomes, proactively reviewing and revising activities to meet evolving requirements and respond to feedback. When appropriate benchmark the CS against research intensive university careers service offerings.</li> <li>• Serving on CHED HODs and DAC committees and attend the CHED Board and other University committees as relevant</li> </ul>	<ul style="list-style-type: none"> <li>• The Careers Service financial and administrative processes are efficient and administratively compliant</li> <li>• Ensure continuous enhancement of current systems and practices</li> <li>• Ongoing evaluation of feedback to inform and assist future decision making</li> <li>• Ensure sufficient financial resources to support the achievement of strategic business objectives are appropriately allocated</li> <li>• All systems are fit for purpose and relevant to processes</li> </ul>
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4	Strategic Programme Partnerships	20	<ul style="list-style-type: none"> <li>• Initiate and lead networks of academics and senior managers within UCT with the objective of improving the employment and employability of UCT students and graduates</li> <li>• Promote employer awareness of the strengths of UCT and its graduates through leading external networks of current and potential employers of UCT graduates within South Africa and internationally</li> <li>• Build an international reputation for the excellence of the service and thereby help make UCT the university of choice for students, employers and alumni</li> <li>• Play a leading role in national and international networks of careers advisers and employers and pro-actively contribute to collaborative projects of benefit to UCT and its students</li> <li>• Developing proposals for programmes that support student access, success and transition and provide coordination, coherence and partner engagement</li> </ul>	<ul style="list-style-type: none"> <li>• Strategies are developed for identifying and engaging with potential partners</li> <li>• Partnership relationships are built and maintained</li> <li>• Programme MOUs are put in place</li> <li>• Partnership collaborations/ referrals across UCT are established as appropriate</li> <li>• Programme activity and budget reporting is delivered as and when needed</li> <li>• Visits and meetings with programme partners are scheduled and reported on</li> <li>• UCT is represented well to internal/external stakeholders</li> </ul>
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5	Stakeholder Relations & Communication	15	<ul style="list-style-type: none"> <li>• Play a leading role in building collaborative relationships with colleagues across the university to enhance the ability of its students to be effective learners, career decision-makers, future employees and global citizens</li> <li>• Influence, persuade and negotiate with others to promote the employment and employability of UCT students and graduates</li> <li>• Driving continuous enhancement of relevant processes and systems to exploit the potential of digital technology to support effective administration processes and students career journeys</li> <li>• Represent the work of the Careers Service and enhance its brand value and reputation</li> </ul>	<ul style="list-style-type: none"> <li>• Ensure success in institutionalising the Careers Service offering across Faculties working closely with the VC,DVC,s. Deans, Eds , HODs , Academics and PASS colleagues to advance the Careers Service agenda at UCT.</li> <li>• Ensure networks and partnerships are established and passed to the appropriate stakeholders.</li> <li>• Annual planning and leadership of campus wide delivery of interventions to involve employers.</li> <li>• Appropriate strategies allowing employers to effectively engage with UCT students are developed annually</li> <li>• Maximising the impact to Career Service services, implement and monitor quality standards, extend student reach and engagement and the creation of live dashboards for statistical and reporting purposes.</li> <li>• Produce a range of communications, including reports, statistical analyses, funding bids, thought leadership papers, policies and guidelines on matters relating to the student experience, career development and graduate employment/employability.</li> </ul>
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6	Professional Advisory Role	5	<ul style="list-style-type: none"> <li>Maintain an up to date awareness of changes in the global labour market for graduates and the changing world of employment</li> </ul>	<ul style="list-style-type: none"> <li>Ensure careers programme clearly meets the global standards and needs of students and alumni across all faculties.</li> <li>Ensure team members are both internally and externally recognized as experts in their professional areas</li> </ul>
7	Financial Management	10	<ul style="list-style-type: none"> <li>Developing, monitoring , managing and implementing an effective financial strategy and annual budget for the CS ensuring cost effectiveness</li> <li>Reviewing, developing, maximising and implementing an income generation plan that includes specific targets for the service</li> <li>Maintaining stringent cost management policies and practices</li> </ul>	<ul style="list-style-type: none"> <li>Budgets, forecasts and reports are prepared and submitted as required</li> <li>Future planning for income generation is aligned to operational outputs</li> <li>Account management is regularly monitored</li> <li>All funds are managed and reported on if needed to donors</li> <li>Careers Service is cost effectively managed</li> </ul>



### MINIMUM REQUIREMENTS

Minimum qualifications	A postgraduate qualification			
Minimum experience (type and years)	A minimum of 5 years' work experience in senior leadership and management. Within the last 10 years at least 5 years work experience in the higher education (HE) environment and/or careers or talent management.			
Skills	<p>Experience and evidence of shaping and implementing for the careers agenda both within an organisation and nationally</p> <p>Proven ability to use CRM and other data to inform strategic direction and interventions</p> <p>Proven ability to develop partnerships and work collaboratively with faculty, students, alumni, employers</p> <p>Proven ability to lead and motivate a team of diverse professional staff</p> <p>Proven ability to successfully lead a team through a programme of change in a complex academic environment</p> <p>Proven ability to thrive in an academic environment with a high tolerance of intellectual challenge and debate</p> <p>Sound financial management experience</p> <p>Leadership and management experience, good management skills and the ability to develop and maintain good human relations.</p> <p>Recognition as a leader with exemplary personal qualities of integrity, sound judgment, energy and accommodative interpersonal and strong communication skills</p>			
Knowledge	<p>Knowledge of the HE sector gained through working in the sector or an allied field such as graduate recruitment or training</p> <p>Understanding of the complex processes in the implementation of careers in the curriculum and extracurricular activities.</p>			
Professional registration or license requirements	Not applicable			
Other requirements (If the position requires the handling of cash or finances, other requirements must include 'Honesty to handle cash or finances'.)	Honesty to handle cash or finances.			
Competencies (Refer to <a href="#">UCT Competency Framework</a> )	Competence	Level	Competence	Level
	Building Partnerships	3	Analytical Thinking/Problem Solving	3
	Communication	3	Negotiation	3
	People Management	3	Resource Management	3
	Strategic Leadership	3	Business reporting skills	3

### SCOPE OF RESPONSIBILITY

Functions responsible for	The overall responsibility for leadership of the Careers Service including strategic programmes as listed
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Amount and kind of supervision received	The post holder should require minimal supervision given level of influence and decision making needed. The incumbent will need to act responsibly, make decisions that reduce risk, associated consequences and reputational damage to the Careers Service at all times A high level of autonomy is required in this post
Amount and kind of supervision exercised	This post has responsibility for one PC 12 and five PC 11 Line Managers with dotted line reporting from PC 11 Alumni Relations and Careers Service Manager at GSB. This post has overall responsibility for the Careers Service operation and other strategic programmes as part of Careers Service which is embedded in the broader UCT strategic plan and objectives.
Decisions which can be made	Decisions relating to own job, Careers Service and its operations which could impact on other areas/departments having to implement the amendments/changes if there are any.
Decisions which must be referred	Decisions which may affect the University as a whole where other areas/departments may be impacted upon and where consultation and input is required from other stakeholders. Decisions that are to be escalated to the Dean CHED / DVC Teaching and Learning if and when necessary

### **CONTACTS AND RELATIONSHIPS**

Internal to UCT	VC, DVC,s, Deans, ED's SLG, SSMAG, Academics, Professional Staff,
External to UCT	Local, Continental and Global employers at C-Suite level, Donors, Funders, NGOs, Suppliers, Professional Bodies