



NOTES

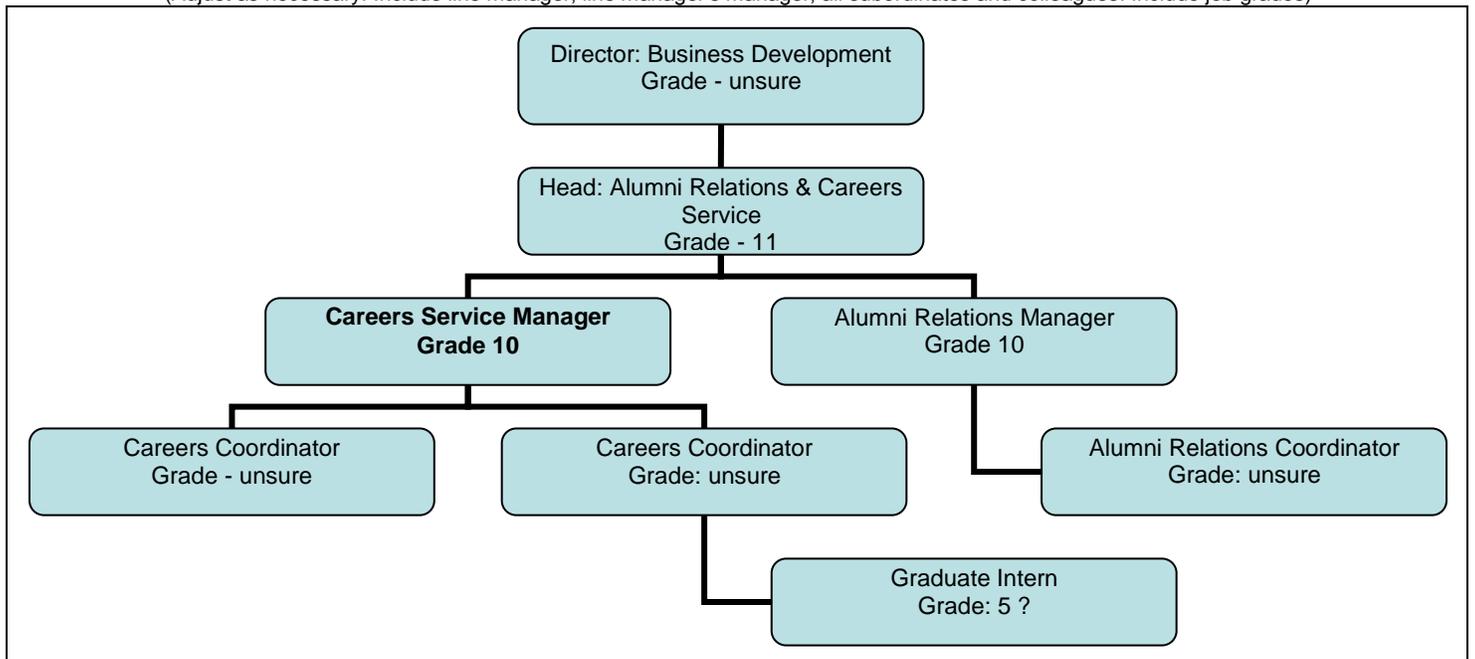
- Forms must be downloaded from the UCT website: <http://forms.uct.ac.za/forms.htm>
- This form serves as a template for the writing of job descriptions.
- A copy of this form is kept by the line manager and the job holder.

POSITION DETAILS

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|--|-------------------------|
| Position title | Career Services Manager |
| Job title (HR Practitioner to provide) | |
| Job grade (if known) | 10 |
| Academic faculty / PASS department | PASS |
| Academic department / PASS unit | Business Development |
| 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 job 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 will entail:

- Marketing the GSB and its students / alumni to corporations
- 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, on the academic program, career related workshops, career coaching sessions

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

JOB CONTENT

| <p align="center">Key performance areas (4 – 6) (What)</p> | <p align="center">% of time spent</p> | <p align="center">Activities / Objectives / Tasks (How)</p> | <p align="center">Results / Outcomes (Why)</p> |
|---|--|---|---|
| <p align="center">1</p> | <p>Partnerships and stakeholder relations management</p> | <p>Partnerships:</p> <ul style="list-style-type: none"> Identify and develop strategic graduate recruitment alliances, corporate and alumni partnerships that will support the delivery of the career development objectives Build and manage inclusive and effective cross-functional working relationships with internal stakeholders. Identify internship opportunities for the CEMS Master's in International Management <p>Market Insights:</p> <ul style="list-style-type: none"> Incorporate market intelligence and insights to include into career strategy development and plan Developing a deep understanding of the market and student needs and incorporate this into the careers 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"> Clearly communicating the career development strategy and plans to ensure that it is fully understood and integrated into the School. Produce written material to alumni 1 – 5 years after graduating. 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 source relevant career articles and online resources for careers website, brochures or any other written material to students and alumni | <ul style="list-style-type: none"> Provide relevant market intelligence 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) and Employers and alumni) Develop and source relevant career resources for alumni (as it relates to their career advancement) Relationship management Networking Provide post graduate student internships with corporate employers in South Africa. |

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| 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 delivery into Careers in Curriculum programmes 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 <p>Coaching / Advisory:</p> <ul style="list-style-type: none"> Provide coaching/advisory support to students on all programs, however, giving preference to MBA fulltime. Manage the relationship with Associate Coaches, ensuring that a professional coaching / advisory service is delivered. Capture all coaching/advisory sessions | <ul style="list-style-type: none"> Students are supported with relevant career coaching / advisory service. Ensure that all coaching/advisory services are delivered in a professional manner To write and edit career material. All coaching / advisory session 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 BDU and Academic Programs of feedback. Provide regular student employment reports ensuring achievement of BDU strategic objectives Accountable for the capture of employment statistics for all programs, with particular focus of 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 careers 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 Quality of all career services activities is monitored All reporting requirements are met timeously Evidence-based decision-making to review and revise services Report writing. |

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| 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. | <ul style="list-style-type: none"> Manage the relationship with Associate Coaches. Decide on Associate Coaches with relevant academic and work experience. |
| 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 careers spend. Manage costs to achieve strategic and operational goals. Put in place processes and tools to effectively and efficiently manage the operations and quality of the careers department. Create and manage an effective student employment management tool. | <ul style="list-style-type: none"> Manage budget according to budget plan Up to date and accurate student relations records in place |
| 6 | Continuing professional development | 5% | <ul style="list-style-type: none"> To demonstrate a proactive approach to currency of professional knowledge through engagement with external networks, initiatives and professional bodies To contribute to national and international networks of careers advisors identifying potential collaborative projects beneficial to GSB | <ul style="list-style-type: none"> Engage in continuous team and person development Keep professionally up-to-date by research and attending / presenting at conferences and training/networking events Continue building knowledge base around Ranking criteria and Accreditation knowledge. |
| 7 | GSB Values | 100% | <ul style="list-style-type: none"> Integrate the GSB values in every decision, execution and interaction. Provide back-up support within the business development team as required. | <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. According to values measurements. |

MINIMUM REQUIREMENTS

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|-------------------------------------|---|
| Minimum qualifications | A relevant post graduate tertiary qualification in Education, Psychology or a related field. (preferably Masters 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 experience • A minimum of 3 years' experience managing staff and budgetary management • Guide the creation of the content of career management learning materials • Understanding of current technologies and the use of applications for organizational processes. • Excellent written / verbal communication skills including production of complex reports and digital offerings for different audiences • Knowledge of global graduate labour market trends, employer expectations and the graduate opportunity structure • Experience of 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 • Judgement and sound judgement involved with developing career programming and resources, structuring schedule 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 in order 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 strong writing, organizational and 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 BDU and 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 |

COMPETENCIES

| Competence | Level | Competence | Level |
|--|-------|--------------------------------|-------|
| Building partnerships | 3 | Individual leadership | 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 |
| Stress tolerance | 2 | Team work / collaboration | 3 |
| Client / student service & support | 3 | University awareness | 2 |
| Continuous learning | 2 | | |