

## STATEMENT OF SERVICE Employers and Professional Bodies

### MISSION

To enhance the employability of Northumbria students and enable them to make a satisfactory transition to employment following completion of their course of study and to manage their future career successfully

Aim 1: To support students and graduates in developing and implementing their career plans by providing high quality careers information, education and guidance which meets their needs

Aim 2: To work with academic Schools and other Services to develop provision which enhances the employability of their students, both within the curriculum and through extra-curricular activities

Aim 3: To promote Northumbria students and graduates to employers and facilitate the recruitment process both for student employment and voluntary work experience and for graduate employment

### Objectives Relating to Aim 3:

3.1 To market Northumbria University and its graduates and students to employers

3.2 To assist employers with the recruitment of Northumbria graduates and students by advertising opportunities and organising recruitment events

3.3 To advise employers about graduates and students from Northumbria and ways of recruiting them

3.4 To liaise with school placement staff, academics and other agencies to develop links with employers and awareness of opportunities

3.5 To research the labour market for Northumbria graduates and students

### INTRODUCTION

We offer services to employers, professional and volunteer organisations in order to meet our aims and objectives and to provide effective support for students and graduates.

This statement outlines the services we provide and how we go about this.

We aim to enhance and inform our work with students and graduates through liaison with employers and professional bodies in order to:

- Help students and graduates understand the application and relevance in the workplace of the skills gained from their higher education experience.
- Demonstrate to employers that Northumbria's students and graduates possess the skills required.
- Equip students and graduates with the skills to manage their careers in a changing graduate labour market and a lifetime of learning and work, in collaboration with academic Schools.
- Help students and graduates make informed and realistic choices about what they can do after they finish their course.
- Consider, plan and prepare for work experience opportunities, both paid and unpaid, in conjunction with academic Schools as appropriate.

## **SCOPE**

We work with employers and volunteer organisations offering vacancies suitable for graduates and opportunities for part time work/work experience. We also work with appropriate professional bodies to promote careers in different sectors.

## **SERVICES OFFERED TO EMPLOYERS**

We currently offer the following services:

- Opportunities to publicise vacancies to students and graduates via the web.
- Assistance in establishing contacts with academic Schools. In particular employers and other bodies offering placement opportunities will be referred to the relevant staff in appropriate Schools.
- Facilities for conducting selection interviewing and testing (subject to rooms being available on campus).
- Facilities for holding presentations, drop-in sessions and workshops (subject to rooms being available on campus).
- Exhibition space at careers events and fairs. Please contact us for details of our current events/fairs schedule.
- Advice and information about the recruitment of graduates and students. This includes signposting to specialist organisations, for example advice on encouraging applicants from under-represented groups, or appropriate support for disabled students and graduates. We are also able to provide information on local careers and jobs fairs, salary levels and other sources of assistance.
- We are able to make application forms and brochures available to students from the Careers Centre. We can collect completed forms and forward them in bulk on the specified closing date.
- We welcome the opportunity to meet employers, and we are happy to discuss additional profile-raising activity which could include workshops, sponsorship or attendance at occasional sector specific events organised by the Careers and Employment Team.

## **EXPECTATIONS AND ENTITLEMENT**

We aim to ensure that the Team's activities will:

- Contribute to the successful fulfillment of your recruitment objectives.
- Increase awareness amongst student and graduates of your recruitment and business needs.

You are entitled to expect that the Careers and Employment Team will be staffed by competent, appropriately trained and experienced personnel, who will provide assistance in a courteous and professional manner. We welcome opportunities to meet employers, either on their premises or at the University, to learn more about each other and to assist with recruitment.

You are reminded that it is your responsibility as an employer to meet all statutory legal requirements with regard to the students/graduates you employ. These include

- Payment at or above national minimum wage levels
- Payment of National Insurance and tax contributions
- Adherence to health and safety regulations and the provision of adequate insurance
- Adherence to other relevant legislation, for example the Childrens' Act
- Compliance with legislation against discrimination in employment on the basis of disability, ethnic origin, gender, age etc.

We operate independently of any individual employment sector or organisation and value relationships with all the employers and organisations we work with. We will not give preferential treatment to any individual employer. Our role as a Careers and Employment Team is to provide impartial information and guidance to students and graduates and CES staff will not therefore be directly involved in the selection process.

## **Charges**

Most of our services, including vacancy advertising are available free of charge to employers, professional bodies and voluntary organisations. (See also 'Employment Agencies and Recruitment Intermediaries' below). For special events, such as fairs, an administration charge may be made. Individual arrangements can be negotiated, for example for refreshments at presentations, or for other tailored services such as display advertising. Where a charge is applicable we will inform you in advance and ensure we have your agreement.

## **Employment Agencies and Recruitment Intermediaries**

Agencies and Intermediaries in this context are defined as any organisation or person that is acting on behalf of a third party.

Vacancies from agencies and intermediaries are advertised at the discretion of the Careers and Employment Team, and on condition that we are notified of the employer that you are acting for. This information is not made available to students and graduates unless we have your permission to do so. Students and graduates will be asked to contact you for further details and to apply. We do not currently charge agencies and intermediaries for advertising vacancies.

General promotional information from agencies and intermediaries is filed in our Careers Centre for student reference.

If you are organising a recruitment campaign for a client we ask the client to contact us and introduce you as their representative.

## **Vacancies**

The Careers and Employment Team deals with opportunities for graduates, opportunities for student employment during term time and vacations and opportunities for voluntary work. Vacancies must be suitable for graduate/student employment. Please consult our Vacancy Advertising Policy available from our website, before placing your vacancy.

The Careers and Employment Team reserves the right not to advertise vacancies it considers unsuitable for students and graduates and to refuse to advertise further vacancies from any organisation which breaches the Codes of Practice (see below).

## **Codes of Practice**

We expect employers, students and Careers and Employment Team staff to abide by the **Best Practice in Graduate Recruitment** recommendations issued jointly by the Association of Graduate Careers Advisory Services (AGCAS), the Association of Graduate Recruiters (AGR) and the National Union of Students (NUS). As a member of AGCAS we are committed to promoting equality of access and treatment within education, employment, training and guidance regardless of race, religion, gender, disability, marital status, social class, age or sexual preference. We observe the AGCAS Equal Opportunities Policy and Code of Practice for Member Services and the University's Equal Opportunities Declaration of Principle. Forms of unlawful direct and indirect discrimination will be challenged, and we reserve the right not to handle any information which we regard as inappropriate. Copies of Codes of Practice and Policies are available on request.

## **HOW TO CONTACT US**

Our Careers and Employment Team is organised centrally from our main office on Newcastle City Campus. We are open throughout the year. During semester our normal opening hours are as follows

Monday – Thursday	9am – 5pm.
Friday	9am – 4.30pm.

Our opening hours during vacations may vary, but times are published in the Careers Centre, on our bulletins and on our web page. We also offer some services at our Coach Lane campus.

Employers can contact us at City Campus by calling into the Careers Centre, which is on the ground floor of Northumberland Building in the Student Services Centre. For general information about the Careers and Employment Team please contact a member of our information team as follows:

by telephone	0191 227 4204
by fax	0191 227 4553
by email	<a href="mailto:sv.careers@northumbria.ac.uk">sv.careers@northumbria.ac.uk</a>

For specific enquiries please contact the following members of staff:

Julia Bennett/Hilary Dawson  
Employer Liaison Officer

Tel: 0191 227 4689  
[sv.employers@northumbria.ac.uk](mailto:sv.employers@northumbria.ac.uk)

Denise Keighley  
Senior Careers Adviser (Employer Services)

Tel: 0191 227 3891  
[denise.keighley@northumbria.ac.uk](mailto:denise.keighley@northumbria.ac.uk)

### **COMPLIMENTS, FEEDBACK AND COMPLAINTS**

We are keen to foster productive relationships with employers for the benefit of our students and graduates and look to review our service provision at least annually. We would welcome suggestions about ways in which these services can be improved or new ways of working.

In accordance with our wish to provide a quality service we may from time to time invite comments about the facilities and service we provide. We have systems in place to collect feedback from employers systematically. However, we would be pleased to receive comments at any time, whether or not the service provided was satisfactory. It is also helpful to us to hear when our services have been well received or when a Northumbria graduate has been recruited. Please talk to one of our staff or, if preferred, write to us. A copy of our Compliments, Feedback and Complaints Policy is available on request.

### **MONITORING AND REVIEW**

This Statement of Service will be reviewed regularly and at least annually.