### universityOfBolton

**CAREERS SERVICE**

STATEMENT OF SERVICE FOR EMPLOYERS

**INTRODUCTION**

This statement of service aims to provide information to employers, about the range of services that are available via the Careers Service.

**OUR MISSION**

To provide quality, timely and impartial careers information, advice and guidance, thereby improving the employability of prospective, current and past students.

**CAREERS SERVICE GOALS**

* To be aware of the differing needs of our customers and give appropriate guidance
* To maintain and update our careers information and resources
* To seek out those who do not access our service to encourage maximum use
* To present better information about the services we provide
* To adapt more flexible approaches to the way we deliver the service
* To integrate skills and employment more closely
* To collaborate more closely with both academic and professional staff
* To review the level of service that is provided
* To engage more effectively with employers on both a local and national basis

**WHAT YOU CAN EXPECT FROM US**

The Careers Service aims to enable students to make informed decisions about their career choices, take steps to realise their goals and to develop the capacity to manage their careers throughout their working lives.

We are also here to provide a link for you, with our students and our academic staff. We also aim to help raise your profile with our students in terms of promoting your vacancies and opportunities, and raising the profile of work in your sector.

In order to facilitate this process, and to support the University in developing the employability of its students, we can offer the following levels of support to employers, and professional / voluntary bodies:

* ***Vacancy Handling*** - market your work experience and job opportunities to our students via our on-line vacancy service. This includes vacancies aimed at undergraduates, and those suitable for final year students and graduates.
* ***Skills Sessions*** - advise and offer you the opportunity to work with our students as part of their career and skills development programmes.
* ***Employment Advice*** - provide information and advice on employing graduates.
* ***Presentations*** - arrange interview and presentation sessions for you to speak to our students regarding work opportunities.
* ***One to one sessions*** - arrange interview facilities to make the process much easier.
* ***Recruitment Fairs*** - arrange attendance for you at our job and recruitment events throughout the year.

**WHAT WE CAN EXPECT FROM YOU**

In order to develop an effective working relationship we ask that you adhere to the following:

* That you give us 4 weeks notice when arranging interviews with students. This will allow us time to promote the sessions and obtain sufficient interest.
* Where possible, please provide us with 24 hours notice if you cannot attend a workshop/presentation within the University.
* Keep us informed of your contacts, current recruitment practices and numbers of graduates recruited from this University.
* Keep us updated with the level of support and service you are willing to provide.
* Supply information in a suitable format to be held and made available to students.

**POINTS OF CONTACT**

Your first point of contact with the Careers Service, at the University of Bolton, will be with the Information Assistants via our Job Shop. If you would like to discuss your involvement further, please contact Julie Bateman, Head of Careers and Employability at j.bateman@bolton.ac.uk

**SPECIAL NEEDS AND DISABILITIES**

Should you have any special requirements in accessing our Service or resource materials then please do let us know and we will make necessary alternative arrangements where appropriate.

The Careers Service is situated on the ground floor of the Student Centre with full disabled access. We also have a range of comfortable meeting rooms available should you require privacy.

**COMPLIMENTS, COMMENTS AND COMPLAINTS**

Your opinions about the services provided will be sought on a regular basis, so that activities and information can be adapted to meet your needs and requirements, as well as helping us to meet quality standards.

If you like what you see, please say so! If you think there are improvements that could be made, the Careers Service would like to hear from you. This can be done by contacting us at the address below.

Both informal and formal feedback is welcomed. By discussing your concerns, issues can often be resolved. However, for those which can’t, the University does have a formal complaints procedure. Complaints about any aspect of the Service should be submitted via a complaint form, available from the Student Centre.

Equal Opportunities

As a member of AGCAS (the Association of Graduate Careers Advisory Services), The University of Bolton’s Careers Service is committed to promoting equality of access and treatment in education, employment, training and guidance, regardless of race, religion, gender, disability, marital status, social class, age or sexual preference. Forms of unlawful direct or indirect discrimination or unequal treatment or unethical behaviour will be challenged.

**LOCATION AND CONTACT**

***Address***: Careers Service, Student Centre, Chancellors Mall, University Way, Bolton, BL3 5AB

***Telephone***: 01204 903080 (an out of hours voice mail system is in operation)

***Email***: careers@bolton.ac.uk

***Website***: [www.bolton.ac.uk/careers](http://www.bolton.ac.uk/careers)

***Opening Times***: 9.00 – 5.00pm, Monday to Friday (times may vary during holiday periods).