### universityOfBolton

**CAREERS SERVICE**

STATEMENT OF SERVICE FOR STAFF

**INTRODUCTION**

This statement of service aims to provide information to staff, about the range of services that are available via the Careers Service. There are separate statements for students and employers.

**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 information and career 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 WE CAN DO FOR YOU**

* Provide each Academic Group with a named Careers Adviser contact.
* Advise staff on appropriate referral procedures for the Careers Service.
* Allocate a minimum time commitment of careers support to each Academic Group in order to deliver more tailored advice and workshop development.
* Act as a broker service to link employer engagement with Academic Group needs.
* Advise Academic Groups on their curriculum implementation of careers and employability, and provide guidance to personal tutors.
* Provide advice and information relating to graduate destinations and labour market trends.
* Facilitate contact with employers and external agencies.
* Work with the Employability and Enterprise Champions in each Academic Group to develop employability related initiatives.
* Provide advice on career planning, skills development and graduate opportunities.
* Provide advice on organising career related events within your Academic Group.
* Provide a dedicated webpage for staff to access career related advice and information.

**WHAT YOU CAN DO FOR US**

* Provide an up-to-date list of key personnel in each Academic Group so that the Careers Service can effectively target relevant information.
* Keep us up-to-date with any relevant developments in each Academic Group, particularly where it relates to the skills and employability agenda.
* Encourage your students to access the Careers Service as appropriate.
* Promote Careers Service events and information appropriately to your students.
* Allow plenty of time (at least 2 weeks) when requesting workshops or one-to-one support from Careers Advisers.
* Promote the Careers Service website to students and encourage them to use it.
* Provide feedback on the level of service you receive in line with quality assurance reviews.
* Disseminating results of the DLHE survey to relevant personnel and students within your Faculty.
* Promoting work experience opportunities and helping students to maximise the benefits gained from undertaking such activities.
* Maintain regular contact with the Careers Service.

**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.

**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 via a suggestions box in the Careers Service and /or Student Centre or by emailing 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).

Alternatively, you can email Julie Bateman, Head of Careers and Employability at j.bateman@bolton.ac.uk