

# Statement of Service – Business Community (19-20)

## Introduction

This statement of service outlines the type and level of service you can expect from Employability and Careers. It is subject to revision on a regular basis and any comments or suggestions regarding the content are welcome. Copies are available on our website and when requested, in alternative formats.

## Mission

Employability and Careers aims to provide comprehensive, first-class resources and services that are complementary to and integrated with, the academic provision of the University, enabling our students and graduates to develop, evaluate, and implement career decisions and employment plans for the mutual benefit of themselves, employers and the University community.

## Aims

Employability and Careers supports students to make informed decisions about their career choices, to take steps to realise their goals and to develop the capacity to manage their careers throughout their working lives. We aim to offer them as much information as we can on graduate employers, opportunities, and the skills required by those who recruit graduates. Our link with employers is essential in delivering quality services to students and graduates. We are keen to work with employers large and small, to ensure we keep each other informed about developments in the HE sector and in the labour market. Working in partnership with employers, we enable our students and graduates to significantly contribute to the global workforce.

This statement sets out to clarify how we deliver on our mission in collaboration with University Faculties and staff and the standards and principles we observe. It informs you of what we have to offer, what you can do to help us offer the best possible service and how you can contact us.

## Context

At Ulster University we have always placed a high value on our links with employers and other opportunity providers. The University is committed to ensuring that students and graduates possess the knowledge and skills required for your organisation or profession.

Whether you are a local or international business in the private, public or not-for-profit sector Employability and Careers is committed to working flexibly with you. We provide a high quality responsive service, offering expertise to match your organisation's needs to those offered by the pool of available students and graduates of the University.

Employability and Careers is part of the PVC portfolio of Education. We provide career development learning, information and guidance services to students and recent graduates. Consultancy support and services is offered to employers and academic departments. There are Centres on each campus: Jordanstown, Coleraine, Magee and Belfast.

## What you can expect

Employability and Careers follows guidelines laid down by our professional bodies, AGCAS, AHECS and HEA. This guarantees a quality service that is impartial, confidential, approachable, client centred and delivered by professionally trained staff. We work with a code of practice that deals with best practice in graduate recruitment and equal opportunities.

In dealing with us, you can expect:

- Helpful, experienced and professional staff
- Clear information on what we can do for you and how best to achieve your recruitment and work placement objectives.
- Access to staff to discuss your graduate recruitment, work placement, internships and part-time work opportunities.
- An opportunity to input to events, and where appropriate presentations and curriculum input.
- A timely and efficient response to your enquiry or request.

## What we expect from you

To enable us to provide the best possible service to all our clients we expect you to:

- Provide us with clear and accurate information about your organisation, your requirements and main point(s) of contact.
- Supply information in suitable formats to support communication with students and graduates.
- Provide adequate notice for opportunities and events and inform us in good time of any changes or cancellations.
- Observe the AGCAS/ISE/NUS Code of Practice relating to recruitment (available on request)
- Provide feedback on our services to help us continue to develop them. Both formal (through questionnaires at events) and informal feedback is welcome – you can email us at any time.

## What we can offer

You can expect:

- *Information* about the academic strengths of the University, its programmes, its students/ graduates and their availability. You can review programmes and courses across our four faculties to identify subject areas you want to engage with. Find out more **[ulster.ac.uk/faculties](http://ulster.ac.uk/faculties)**

- *Consultancy* on a range of topics which include recruitment practices and trends in the graduate market, including salary levels.
- *Curriculum Input:* You can contribute by facilitating interactive workshops on key skills and attributes to enhance students' workplace readiness as part of assessed and non-assessed Employability modules and programmes. Through this support, our students are motivated to engage with your opportunities.
- *Advertising:* We can support you with advertising on our vacancy portal which is accessible to a wide range of students and graduates from all campuses. Find out more <https://www.ulster.ac.uk/business/employers/recruit-students>
- *Recruitment Events:* Our sector and spotlight events provide the ideal platform to meet our students face to face. We have a range of events throughout the year to help you recruit our talent.
- *Promotion:* We produce a weekly opportunities report which is distributed to students and academic departments. We are also able to e-shot students and academic departments and support online campaigns across a range of social media platforms. [CareersatUlster](#).
- *Employer on campus:* We offer 'Lunch & Learn' and 'Employer in the Foyer' events which is an opportunity to engage students in less formal settings and is supported with 'class shout-outs'.
- *Graduate Recruitment:* We can work with you to develop and promote a graduate development programme or internship programme targeted at graduates that is suited to your business needs.
- Employability & Careers Hubs located on all campus can facilitate promotion of opportunities and small events.
- Assistance in establishing and developing contacts with academic programmes. In particular employers and other bodies offering placement opportunities will be referred to the relevant staff in appropriate Faculty or Schools.
- Facilities for conducting selection interviewing and testing (subject to room availability). Facilities for making presentations, formal or informal (subject to room availability). Information about such events can be made available to students and staff through a variety of means, e.g. social media, Student Portal and emails to students/staff.
- Participation in profile-raising programmes of activities for students, including Graduate and Placement Recruitment Fairs, Spotlight events and the Northern Ireland Graduate Recruitment Fair etc.
- Opportunities to sponsor Employability and Careers activities (Contact the Employer Engagement Manager for details).
- Participation by Employability and Careers staff (as available) at employment and opportunity briefing days.

## Work Placement and Internships

- **Professional Placements**

We support business to recruit students from across a wide range of subject areas for placement year to broaden their experience and apply their knowledge in a workplace setting. Lasting 10-12 months, a placement is a great way for students to work on meaningful projects bringing their fresh insights and new thinking to help you get results and a future talent base.

- **Student & Graduate Internships**

**Santander Universities SME Internship Programme**

This programme provides SMEs work placements ranging from four to eight weeks to Ulster University students and graduates. Part funded by Santander, all payments to the intern will be administered through the University. Internships can be full or part-time to suit your business needs.

**Graduate Leadership Programme - Ulster University Graduate Internship**

This programme provides paid internship opportunities within various sectors throughout Northern Ireland, open to recent graduates from Ulster University. The interns also complete the Postgraduate Certificate in Graduate Leadership.

- **Vacation Internships**

We collaborate with business on a range of work insights and short internships. This is a fantastic way for business to invigorate their workforce with a two or three month flexible project-based position.

**Overseas Work Experience**

- We ensure students and graduates have access to opportunities that develop and make use of knowledge, skills and attitudes needed in future global markets. We welcome enquiries from businesses developing their global reach, matching business needs to those offered by the pool of available students and graduates.

- **Flexible Working**

We support short-term, seasonal and part-time work experience options. These cost effective arrangements are a valuable option for all businesses, particularly local SMES, social enterprises and other emerging companies.

Find out more <https://www.ulster.ac.uk/business/employers/recruit-students>

## Charges

Most of our services, including vacancy advertising are generally 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 is made to cover costs such as room hire, car parking, event programme and catering. Individual arrangements can be negotiated if e.g. refreshments for attendees are required at presentations. Where a charge is applicable we will inform you in advance and ensure we have your agreement.

## **Employment agencies & 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 are approved at the discretion of Employability and Careers, on condition that details of the employer are included in the advertisement. We do not currently charge employment agencies for these types of vacancies.

We generally only advertise specific vacancies and do not have the resources to distribute posters and fliers. If you are organising a recruitment campaign for a client, we require the client to contact us and introduce you as their representative.