

Job pack



Message from the President and Principal

Thank you for your interest in this role and in Queen Mary University of London. Working at Queen Mary means being part of a unique, world-class global University with a long, proud and distinctive history.

Our founding institutions, the London Hospital Medical College, St Bartholomew's Medical College, Westfield College and Queen Mary College, were founded to provide hope and opportunity for the less privileged and otherwise under-represented.

Today, we remain true to the vision of our founders by continuing to improve lives locally, nationally and internationally through the seamless combination of our world-leading strengths in education and research.

The Queen Mary community – our staff, students and alumni – is the heart and soul of our University. We are proud to provide an inclusive and nurturing environment so that staff and students from all backgrounds can develop, flourish and achieve their full potential.

I look forward to welcoming you to our unique University and working with you to realise our ambitions.

Professor Colin Bailey, President and Principal

Our strategy 2030

In 2019, Queen Mary University of London launched a bold new Strategy with the vision to open the doors of opportunity. By 2030, we will be the most inclusive university of its kind, anywhere. We are doing this by building on our existing cultural diversity to create a truly inclusive environment, where students and staff flourish, reach their full potential and are proud to be part of the University. Continuing our long tradition of commitment to public good, we will generate new knowledge, challenge existing knowledge, and engage locally, nationally and internationally to create a better world.

We have five core values that will help us to reach this goal:

We are **inclusive**, supporting talented students and staff regardless of their background, and engaging with our local and global communities.

We are **proud** of the difference we can all make when we work collectively.

We are **ambitious**, fostering innovation and creativity, disrupting conventional thought, and responding with imagination to new opportunities.

We are **collegial**, promoting a strong community through openness, listening, understanding, co-operation and co-creation.

We are **ethical**, acting with the highest standards, and with integrity, in all that we do.

To enable our staff to flourish and to reach their full potential throughout their employment at Queen Mary, we offer a range of benefits:

Staff benefits

- Annual leave – the full-time annual leave entitlement is 30 working days (not including bank holidays).
- [Season ticket loan scheme](#)
- [Pension scheme](#)
- [Reward and recognition schemes](#)
- [Cycle to work scheme](#)
- [Qmotion sport fitness centre](#)
- [Employee Assistance Programme](#)
- [Family friendly policies](#)
- [Flexible working practices](#)
- [On-site day nursery](#)

Job description

Job details	
Job title	QTemps Programme Coordinator
Department	Careers and Enterprise – Student and Academic Services
Reports to	Employer Engagement and Business Development Manager
Grade and salary	Professional Grade 4, £34,733 - £40,797 per annum
Hours per week	Full time
Appointment period	Fixed term, up to 12 months
Current location	Mile End Campus
Work activity type	Admin/Operational/Technical and Support

Job context

The Careers and Enterprise Team's mission is to enable all Queen Mary undergraduates and postgraduates to build their employability during their period of study. Services are also provided for two years after graduation. The team consists of 35fte staff, working across all academic schools. Support for students falls under two main strands:

- Information, advice and guidance – helping students and graduates with career planning, decision-making and all aspects of job-hunting;
- Employer engagement and enterprise – connecting students with recruiters via vacancies, events, mentoring, on-site sector tasters and placement opportunities (including internships, student consultancy and a temp agency); supporting our students starting or growing a business.

The Employer Engagement and Enterprise Team is split into three sub-teams: an Employer Engagement Team, a Placements and Programmes Team and an Enterprise Team.

Job purpose

The post holder will be part of the Employer Engagement team and will provide a dedicated service for students and graduates from Queen Mary University of London, placing them into temporary work on campus and local to campus.

The post holder will provide support to internal Queen Mary University of London departments employing a temp worker where required, from compiling the job description to selecting a candidate. The post holder will be required to initiate and build relationships with a range of employers external to the university for the purpose of sourcing temp opportunities for students and graduates.

The post holder will proactively negotiate opportunities for temp work, market this to students, place students into temp roles and liaise with employers and students to ensure the smooth running of the temp assignments. The post holder will ensure legislative requirements are met and undertake compliance checks with candidates.

Where required the post holder will source candidates from outside Queen Mary University of London in order to fulfill the client requirement for their job.

Main duties and responsibilities

Sales and Business Development

- Promote QTemps to internal stakeholders to ensure maximum internal business driven through the temp agency
- Proactively approach new external employers through networking, following up leads and research into possible new clients to persuade them to take on a temporary worker
- Maintain and enhance relationships with existing key external employers to ensure that the university remains a preferred source from which to recruit students/graduates as temporary workers.
- Follow up reliably and appropriately on new business leads from colleagues
- Work with line manager to develop a business development plan to increase external opportunities and develop new marketing materials to use for external promotion
- Drive towards and deliver on temp agency targets for internal and external opportunit

Relationship Management

- Build the trust of university colleagues to ensure a positive reputation for the temp agency
- Work collaboratively with employers to clarify the scope and structure of the temp assignment and advise on the job description
- Sustain mutually beneficial long-term relationships with employers to maximise return business
- Work in collaboration with hiring managers to ensure that vacancies are managed and delivered to timeline that is of mutual benefit for the employer and the candidate.
- Handle queries from candidates or students/graduates who are placed into a temporary work assignment
- Where appropriate, visit external employers to build a relationship with the aim of gaining exclusivity to their vacancies
- Where possible, gain employer feedback to ensure the continuous improvement of our service
- Disseminate information to all members of the Careers & Enterprise team about how the temp agency works so they can answer basic queries by stakeholders and students
- Attend Employer Engagement team, Careers & Enterprise and The Careers Group staff meetings
- Contribute to and derive maximum benefit from the employer networks of The Careers Group, University of London (QMUL Careers & Enterprise's parent body)

Vacancy and candidate management

- Ensure prompt and efficient advertising of all vacancies
- Ensure the accurate and timely implementation of procedures relating to the management of a temp agency desk, including: holiday, absence and grievance; pay; job descriptions; contracts with employers; discipline; legal compliance with Tier 4 worker regulations.
- Conduct identification and national insurance checks and verification of qualifications
- Obtain candidate bank details and ensure the online timesheet is working correctly
- Where required by the employer: complete a search of the candidate database to find the best person for the employer's vacancy; receive and review candidate applications; short list candidates and forward to the employer; manage interviews; request references for that individual and subsequently assess their suitability before submitting their contact details to the employer
- Where required by the employer, brief the candidates about the responsibilities, salary and benefits of the temporary work assignment and inform candidates about the result of their interview
- Consult with line manager about salary rates and to negotiate these rates with employers
- Monitor potential candidate supply and implement marketing to attract suitable candidates for vacancies
- Proactively source students and graduates who are available for temporary contract work
- Maintain a flow of live jobs and active candidates

- Ensure students undertaking a temp assignment are aware of and encouraged to engage with other Careers & Enterprise activities
- Monitor progress against targets and report on progress to line manager

Administration

- Use the online agency portal, and existing policies and procedures to ensure a professional service to students and employers
- Maintain and build on the candidate and employer database, developing key work-related sectors as advised by line manager
- Provide data for quality assurance and impact reports

The above list of responsibilities is not exhaustive and the jobholder may be required to undertake other duties commensurate with the level of the role, as reasonably requested by their line manager.

This job description accurately reflects the duties and responsibilities of the role at the time the job description was written. These duties and responsibilities may change over time without significantly impacting on the character of the role, the overall level of responsibility, or its grade.

Depending on strategic or operational needs, the jobholder may in the future be required to work for another existing or new organisational unit and/or at a different site within Queen Mary. This may be on a temporary or indefinite basis and may involve a change in line management and / or regularly working at more than one site.

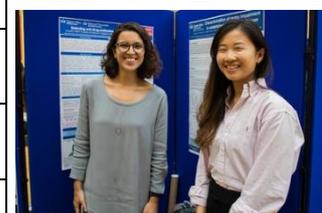
Person specification

This table lists the essential and desirable requirements needed in order to perform the job effectively. Candidates will be shortlisted based on the extent to which they meet these requirements.

Essential: Requirements without which the job could not be done.

Desirable: Requirements that would enable the candidate to perform the job well.

Qualifications	Essential	Desirable
BA/BSc degree or equivalent experience relevant to the role	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Experience/Knowledge		
Experience in recruitment, ideally in relation to students and graduates	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Experience in the higher education sector	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Experience of expanding and maintaining an engaged client base	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Experience of managing a database or Client Relationship Management System	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Understanding of employment legislation, including the AWR	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Ability to work effectively with Microsoft Packages – Word, Excel, Outlook and Powerpoint	<input type="checkbox"/>	<input type="checkbox"/>
Skills/Abilities		
Ability to multitask – to maintain outcomes across all elements of the role	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Active listening – to recognise and respond to the different requirements of each employer	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Influencing – to use this understanding of an individual employer's requirements to help negotiate a student job opportunity	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Persuasive writing – to write accurately and persuasively in marketing materials and emails	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Attention to detail – particularly in correspondence with clients	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Initiative – to spot and chase new employer relationships for temporary work assignments	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Ability to manage and develop multiple relationships – to communicate regularly and diplomatically with all employer stakeholders, candidates and temp workers	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Ability to plan – to set priorities and schedules for the year in order to meet temp agency targets	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Collaborative working - the ability to build trusted relationships with other members of the Employer Engagement Team and take a collaborative approach to working	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Integrity - to gain trust of stakeholders quickly through an open and reliable approach	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Research – to undertake methodical and thorough research to identify potential new opportunities	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Target driven – ability to deliver on annual targets for internal and external vacancies	<input checked="" type="checkbox"/>	<input type="checkbox"/>



Other		
A diplomatic manner when dealing with employers and other stakeholders	<input checked="" type="checkbox"/>	<input type="checkbox"/>
A willingness to support and be part of a small team	<input checked="" type="checkbox"/>	<input type="checkbox"/>
*The ability to meet UK 'right to work' requirements.	<input checked="" type="checkbox"/>	<input type="checkbox"/>

* The University has a legal responsibility to ensure that all potential employees can provide documentary evidence of their legal right to work in the UK prior to commencing employment. Candidates shortlisted for interview will be asked to bring their passport or another acceptable [form of evidence](#) to verify their right to work.

Visa Sponsorship

For those who do not have a right to work in the UK, the University is a UKVI licensed sponsor and is able to issue a Certificate of Sponsorship (CoS) to successful candidates who are offered skilled roles and meet the eligibility criteria. The CoS enables candidates to apply for a Skilled Worker visa. Further information on the Skilled Worker visa can be found via: www.gov.uk/skilled-worker-visa

Global Talent Visa Route

The Global Talent visa is an alternative route to sponsorship, directly applied for by the applicant. It is open to those wishing to work in the UK and who are a leader or potential leader in the fields of academia or research, arts and culture, and digital technology.

Further information on the Global Talent Route can be found via:

<https://www.gov.uk/global-talent>

For [additional](#) information on both visa sponsorship and non-sponsorship [visa](#) routes, please visit the UK Visas and Immigration website: <https://www.gov.uk/browse/visas-immigration/work-visas>

Academic Technology Approval Scheme (ATAS)

Academics and Researchers applying for Skilled Worker visas and Sponsored Researchers applying for Government Authorised Exchange visas who will be undertaking research activities, at PhD level or above, in the one of the [ATAS listed subject areas](#) will be required to obtain an ATAS certificate before they can apply for a visa to work in the UK.

Exemptions will exist for nationals from the EEA, Australia, Canada, Japan, New Zealand, Singapore, South Korea, Switzerland and USA and those applying for Global Talent Visas. For further information on this, please visit the UK Visas and Immigration website: <https://www.gov.uk/guidance/find-out-if-you-require-an-atas-certificate>

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Equal Opportunities

Queen Mary University of London is a Russell Group University with a difference. Our vision is to be recognised across the world as the most inclusive research-intensive University. We will strive to achieve that goal.

To all the communities at Queen Mary, inclusivity is key to who we are and to achieving all our ambitions.

We are a multi-faculty institution teaching undergraduates and postgraduates across all the major disciplines. We offer more than 280 undergraduate courses. We have world-leading research across disciplines and were ranked 5th in the UK in the last Research Excellence Framework (REF) for the quality of our research outputs, and continually challenge ourselves to ensure we have an environment where everyone feels included and can flourish.

We are very proud of our teaching and learning and were awarded a 'silver' in the Teaching Excellence Framework (TEF) (2016-17). We are also deeply embedded in the local community and were the first UK University to be awarded an Engage Watermark Gold award for public engagement by the National Coordinating Centre for Public Engagement.

Unlike many other Russell Group universities, we attract a very diverse student population. Of our 25,000+ students, over 30 per cent are from non-EU overseas countries, and 9 per cent are from the EU. Our international students are drawn from over 160 countries. 90 per cent of our home students are from state schools, 59 per cent are Black Asian Minority Ethnic (BAME), 42 per cent are the first in their families to go into higher education and over 30 per cent are from households where the household income, as assessed by Student Finance England, is less than £15,000.

We attract a lot of local students, owing to our strong relationships with schools in the surrounding boroughs, coupled with a strong reputation for inclusivity. 37 per cent of our students commute to our campuses daily. Our staff body is also diverse and is drawn from over 162 countries.

Inclusivity is one of our fundamental core values at Queen Mary: it is intrinsic to who we are. Our diversity of cultures and backgrounds is key to the vibrancy of our community and to the knowledge and ideas we are able to generate and pass on; without that diversity, we would not be who we are. We are extremely proud that we attract such a diverse staff and student body, and are fully committed to providing an environment where everyone is supported to flourish and fulfil their potential, irrespective of their background.

To be truly inclusive requires sustained, proactive, hard work, and we know there are areas where we have work to do. Our core objectives are focused on reducing the BAME attainment gap and increasing the proportion of female and BAME staff at the higher grades, both for academics and for Professional Services. We are looking to see how we can 'hard-wire' inclusivity throughout all our policies and practices: we do not see this work as belonging to one team or unit, but rather as being embedded in all that we do.

Being inclusive makes us better at everything we do, it improves our daily lives and the delivery and impact of our work.

EDI Initiatives

Queen Mary is committed to advancing Equality, Diversity and Inclusion (EDI) and champions a number of EDI initiatives across the University. Queen Mary holds a Silver Institutional [Athena SWAN](#) award for advancing gender equality, and is also a [Stonewall Diversity Champion](#) and commits to advancing LGBTQ+ inclusion by submitting to the [Stonewall Workplace Equality Index](#). We also offer a number of development programmes including [Springboard](#), [Aurora](#) and [B-MEntor](#). We are committed to championing EDI relating to all protected characteristics and other underrepresented and marginalised groups under the Equality Act 2010. We offer 'Introducing Inclusion' training for staff to give them an understanding of EDI related issues and provide them with the tools needed to champion inclusivity and embed best inclusive practice in all the work they do. EDI is built into everything we do at Queen Mary, and is championed through a well-established governance structure. If you are interested in learning more about Equality, Diversity and Inclusion at Queen Mary and how to get involved then please contact hr-equality@qmul.ac.uk.

Flexible working:

Queen Mary is proud of the diversity of its staff and students. We encourage inclusive practices in everything that we do, to ensure that everyone who works here feels valued and enabled to have a positive working experience. We are therefore open to considering applications from candidates wishing to work flexibly, balanced against business need. Our [Flexible Working Policy](#) includes examples of some of the flexible working arrangements that could be considered. If you feel that this is something that may be of benefit to you, please do ask.

Family Friendly Policies:

Queen Mary recognises the commitments that staff have to their family and the importance of work-life balance. To support this Queen Mary offers a range of [family friendly policies](#) with enhanced rates of pay available for family-related leave, following a qualifying period of service.



Further Information

Details about the department can be found at:

www.qmul.ac.uk/careers

Informal enquiries should be made to:

Name: Rebecca Gardner

Tel: 020 7882 6922

Email: becky.gardner@qmul.ac.uk

General Information

Please note that we advertise our salaries on a range to indicate the trajectory of progression that can be made. Appointments are usually made at the start of the salary range. The Queen Mary salary structure includes automatic pay progression within the published grades, subject to service, funding and performance. In addition to this, there are performance related annual pay review schemes in place

