

Enhancing employability support through student-staff partnership and developing a more student-focussed Careers Service

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- 'Alumni Engagement Officer' at University of Winchester
- Previously 'Careers Marketing and Hub Co-ordinator'
- Studied PgCert Student Engagement in Higher Education (2019-2020)
 - Focus on student-staff partnership
- Developed and led the student-staff partnership initiative (Careers Ambassadors)



COMING UP...

- Career Ambassadors: What and why?
- Successes and Achievements
- Feedback from Ambassadors
- Learnings and considerations



Careers

Advice and Guidance for students and graduates at any stage of their career

Volunteering

Work with charities and organisations to provide volunteering for students

Winchester Hub

Supports university students to tackle social impact challenges and connect with each other.

Careers and Opportunities Hub

Placements

Professional placements as part of students degrees

Enterprise Futures

Tools and resources for starting your own business, working freelance or self-employed.

Student Engagement

Projects to enhance the student experience at Winchester



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Careers Ambassadors...



Enhance the breadth of employability support to students by:



Working in partnership with the Careers and wider team to ensure the new Hub is welcoming and meets the needs of our students, graduates and staff.



Responding to queries, provide information and help students to explore the possible options, information sources, opportunities and next steps.



Reducing waiting time for students to receive support and encouraging students to become active users of the service.

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[University home](#) > [Careers and Employability](#) > [Career Studio](#)

We are your Career Coaches!

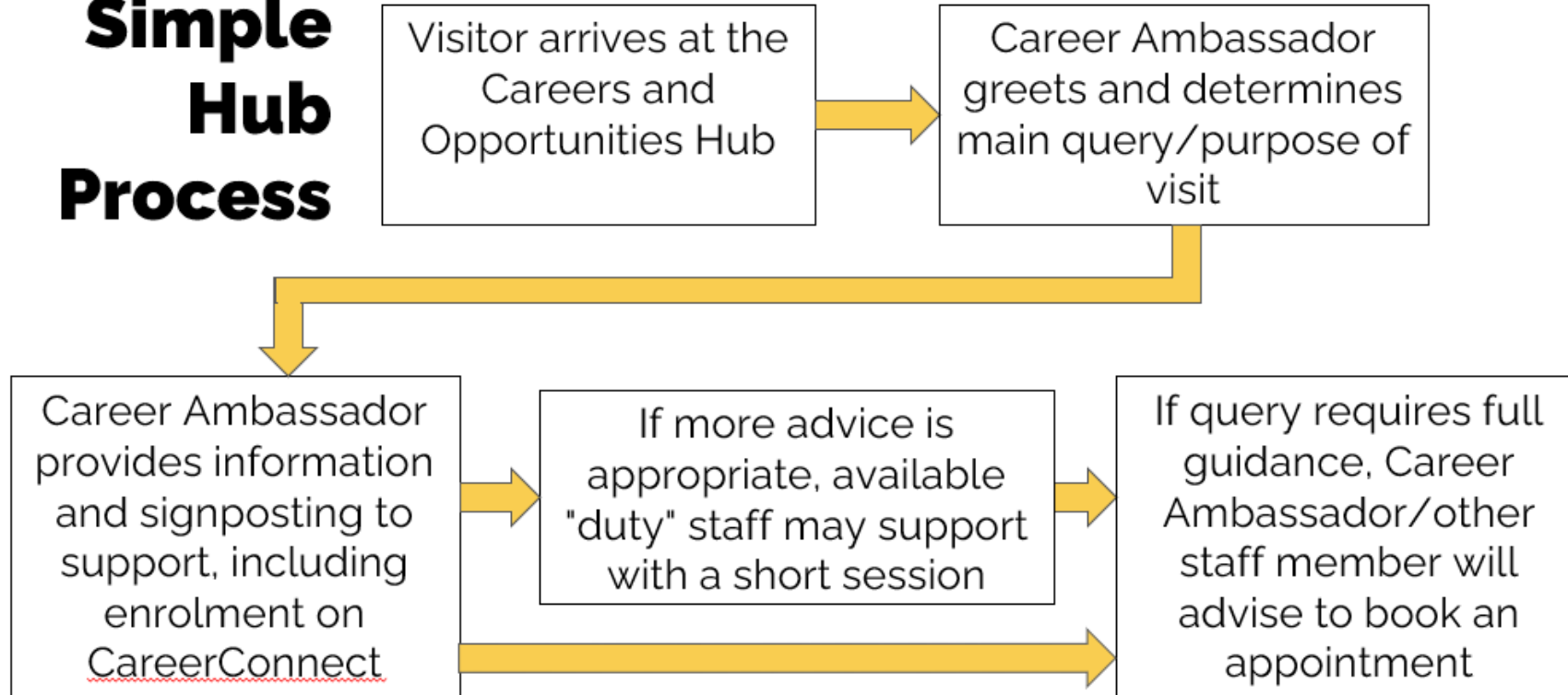
Welcome to the Career Studio. The Career Studio is a unique employability space for students and graduates to drop into any time to ask questions and co-explore ideas with a Career Coach.

Our Career Coaches are all students, trained by careers experts, to help you explore career options, connect with employers, and apply successfully to jobs and opportunities.

PARTNERSHIP AND PAL SCHEMES

- Many types of partnership have emerged across the HE sector spanning various aspects of University life (Curran, 2017)
- Peer mentors create a sense of safety in which first-year students could feel able to communicate freely – asking a professor or tutor a question is daunting (Warren & Luebsen (2017)
- Many students have no intention of speaking to members of staff about their career plans (Bradley et al., 2021)

Simple Hub Process



- **Greeting and supporting visitors**
- **Promotion and Marketing**
 - 'influencing'
 - Creating content
- **Resource/Service**
- **Review and development**
 - Providing feedback
 - Offering recommendations
 - Developing existing content



- **Directly supported 300+ students and graduates** in the Hub with queries and signposting in semester 2
- **Reviewed two new JobTeaser features:** Marco and Freya – feedback of which has helped develop the features for ALL Jobteaser users
- **Initiated and supported the creation of a new printed guide:** based on comments from a regular group session
- **Continuously shaped the Career Ambassador role** to better support students and the department



Learning journey:
Things won't always go right!

Resources and commitment
required:
emails, discussions, training,
mentoring, etc.



Time intensive

CHALLENGES

Power-dynamic:
Overcoming the traditional
hierarchical structure

'Students are not experts in
the subject matter
(Felten, Cook-Sather & Bovill, 2014)

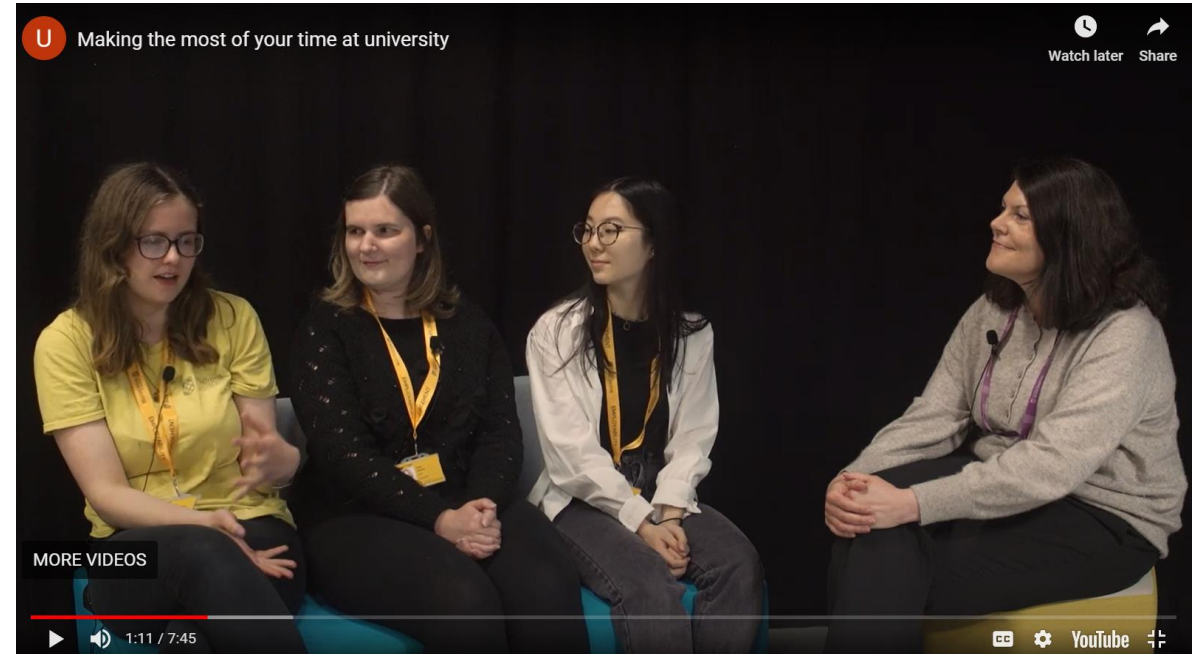
Communication:
Being open, and closing
feedback loops

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MAKING THE MOST OF YOUR TIME AT UNIVERSITY: STUDENT VIDEO

- Student led and student delivered project from the start
- Recognising the value of student expertise and perspective
- Mutually beneficial for staff and students:
 - Students gained tangible experience
 - The service gained enhanced resource provision



winchester.jobteaser.com/en/handbook/articles/32974?school_id=4717&from_theme=true

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Making the most of your time at university

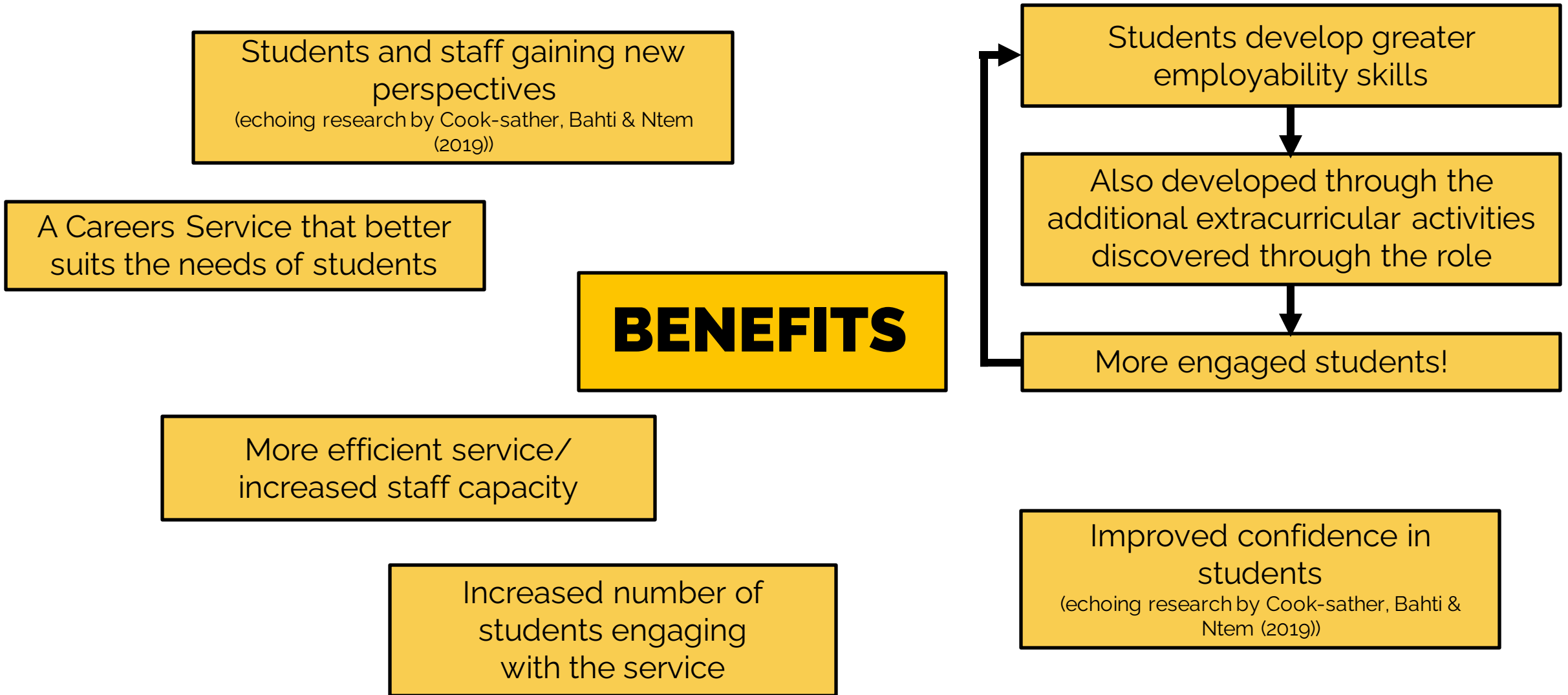
19 Aug, 2022

Winchester students Holly, Malo, and Beth joined one of our Faculty Employability Advisers to talk about how they have been using their time at university to develop their employability and career confidence.

In this short video, they offer tips for finding flexible ways to gain work experience, and share how they have overcome obstacles along the way.



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‘Being a Career Ambassador has enabled me to develop...’

“Being a Career Ambassador has enabled me to develop an understanding of how important it is to start preparing for your future career now”

“Being a Career Ambassador has enabled me to develop new communication skills helping to get my point across clearly and concisely”

Being a Career Ambassador has helped me use my time at university efficiently, through gaining invaluable, transferable skills. It's an environment I hadn't considered before, and I've learnt so much from it.

“Confidence!”



#RAISEpartners 'I enjoy being a Career Ambassador because...'

"The best thing about being a Career Ambassador is that you can contribute to the wider Careers team and present your ideas to improve students' life and futures"

"I enjoy being a Career Ambassador because there is so much variety in what we do, and you never know what you will be doing until you walk through the door."

"I enjoy being a Career Ambassador as I get to meet very different students and ask them about what interests them"

"I enjoy being a Career Ambassador because I am exposed to different working scenarios every day and meet so many interesting and exciting people and opportunities. "



'Shared
values...inclusivity...
reward and
recognition'

(Harrington et al., 2014: 8).

- Departmental updates circulated to staff and Career Ambassadors
- Collaborative working on projects
- End of year celebrations
- HEAR Accredited and paid role

Equal contributions
from staff and
students

(Cook-Sather et al., 2014, cited in Bryson and Callaghan, 2021)

- Collaborative working on projects
- Increase promotion of peer-based support
- Career Ambassadors could have a greater say in their job description and daily activities

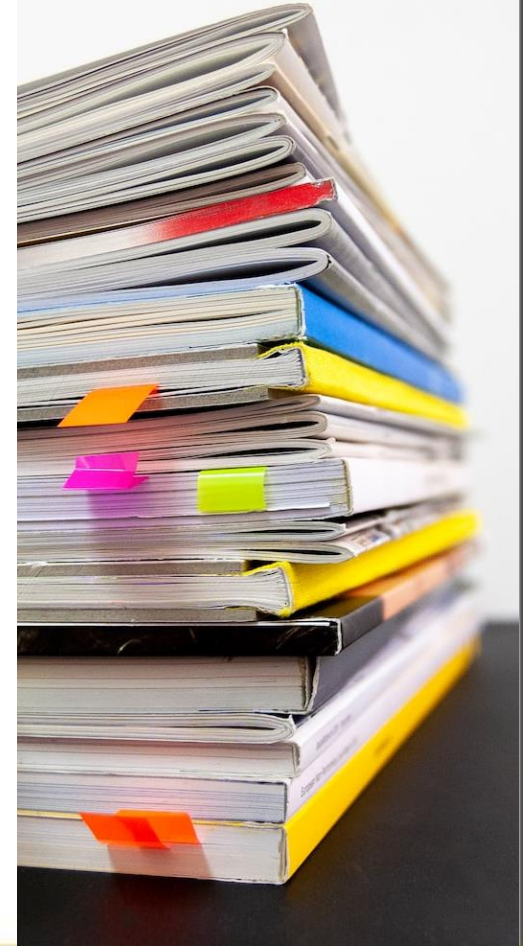
Not knowing who are
students and who are
staff

(Lubicz-Nawrocka, 2017, cited in Bryson and Callaghan, 2021)

- Visitors to the hub would consider Careers Ambassadors to be staff
- Paid role
- Internally differentiation still evident

In summary...

- Career Ambassadors stemmed from a desire to have a careers service that is more welcoming and meets the needs of our students
- Careers Ambassadors have led on a range of projects to enhance the service and had a real positive impact overall
- The challenges implementing a partnership project include, navigating the new way of working, having clear lines of communication, having dedicated resource
- The benefits have been having a more efficient service which better meets the needs of students, increased engagement from students
- To move towards a more balanced partnership, perhaps there is work to be done in terms of Career Ambassadors could have a greater say in their job description and daily activities and overcoming internal differentiations between staff and students



THANK YOU FOR LISTENING

Any
questions?



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References

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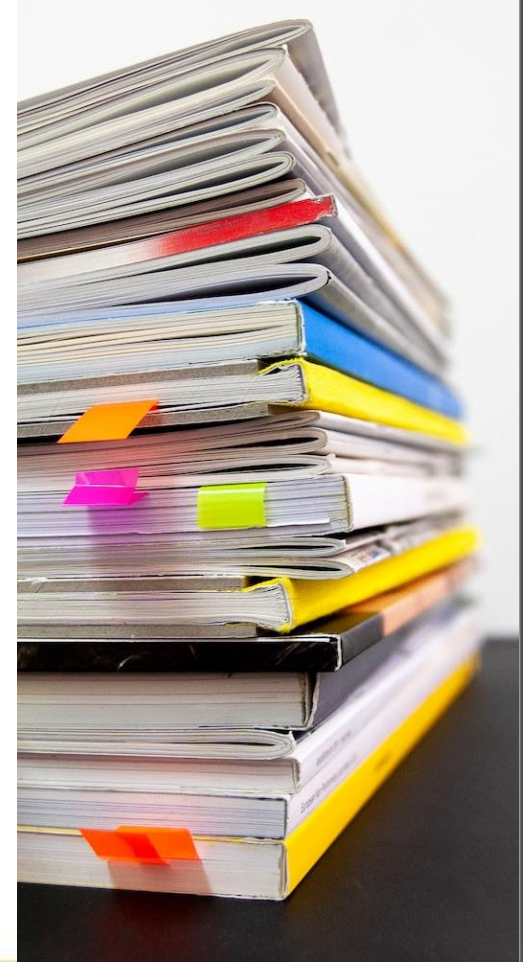
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