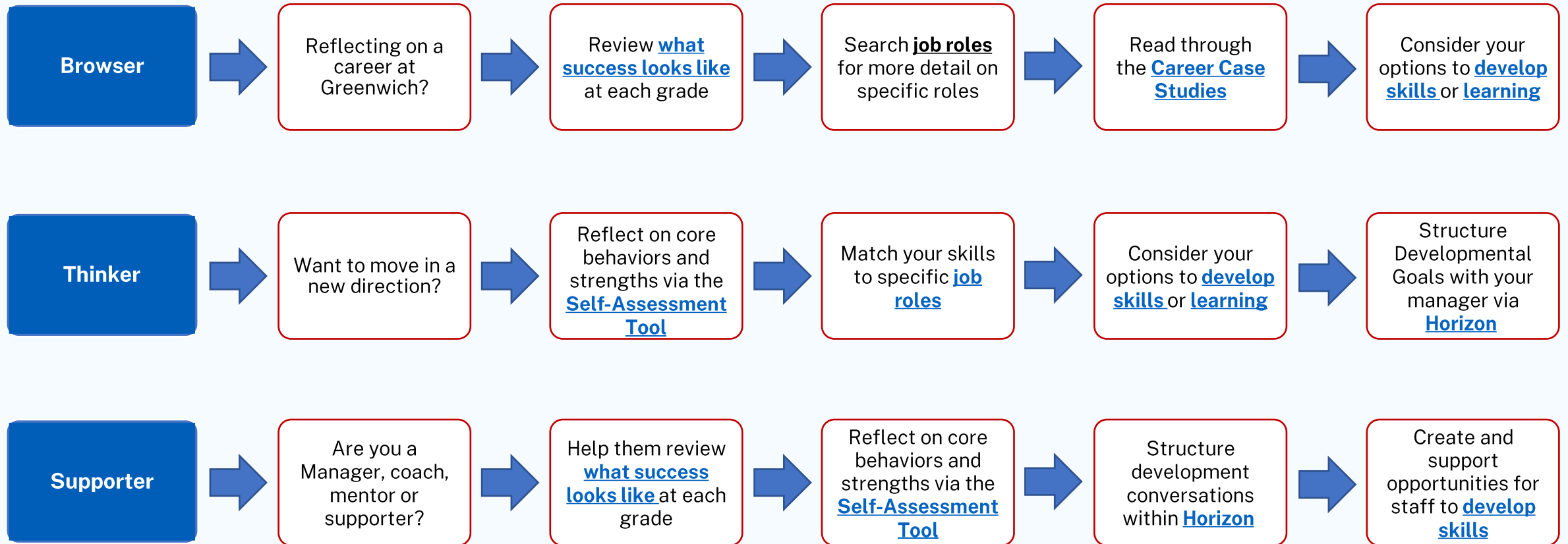


# Professional Services Career Framework

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# Quick Navigation



# What is the Professional Services Career Framework?

- The framework supports career development and planning by outlining core competencies which are pertinent across all Professional Services roles
- These reflect our values and underpin our Strategy.
- It provides set expectations by defining core skills for each competency at each grade
- It supports conversations around Career Development through self-evaluation and reflection
- The Professional Services Career Framework is not a promotions or alignment exercise but rather you will be more progression ready when a role is advertised.
- Role grading re-evaluations continue, but are they are now manager led – see guidance.

# Expectations

- Some competencies may be more significant than others due to The specialist nature of many Professional Services roles
- It does not a replace job descriptions but defines behaviours relevant to all professional services roles within set grades
- The framework encourages movement in any direction, this includes planning to be in another role within the organisation.
- Transferable skills can be a starting point in identifying opportunities for job mobility, and in supporting you to recognise and build on your personal strengths.
- Career Development ‘owned’ by you and facilitated by managers. It’s a self-driven process defined by your own career aspiration. There is no defined timeline of a career.

# How to use the Self- Assessment Tool

- Work with your line manager to establish what the essential competencies are for your role (aim to establish approximately 5) – you can also reflect on your job description as a starting point to support this.
- Use the Self-Assessment Tool - Descriptions to see what behaviours and skills you should be demonstrating for your role
- Also look at the succeeding grade to see where you can further your development.
- Use the Self-Assessment Tool to score yourself out of 10 for the 'Where am I now' and 'Where I want to be'. Try to be honest and reflect on examples from your recent work to support your scores
- You can use the chart on the right hand side of the score page to see where you might want to focus your professional development if there are difference between your self assessment score and the role profile.

# Example Role – HR Recruitment Officer (SG5)

## Key Accountabilities from Job Description:

- To administer all aspect of the recruitment process from application stage to the on-board stage, communicating with the recruiting manager and adhered to Recruitment Policy
- To respond quickly and accurately to recruitment related queries;
- To work collaboratively with colleagues within the Recruitment team and wider HR
- To liaise with our Advertising Agency to seek appropriate media to place advertisement documentation is provided as required;
- To ensure that documentation is submitted to the Payroll team
- To contribute to the production and circulation of the weekly internal Staff Vacancy Bulletin;
- Responsible for the maintenance of staff personnel file and other relevant documentation, as necessary

## Core Competencies:

1. Adaptability
2. Decision Making
3. Business Context
4. Communication
5. Autonomy

# Heidi King – Director of Communications and Recruitment

“My career journey began when I was at university studying Business with Marketing. I grew up in Yorkshire and thought I would probably enter the family travel business, although I briefly considered becoming a hairdresser.

I was the first person to go to university in my family and my aspirations were nurtured at private school for my 6<sup>th</sup> form years. At university, I became involved with the Students’ Union and post-graduation became the Union’s Vice President Communications and Media. My sabbatical role provided me with two key skills: Leading others and a passion for marketing. I also had my son whilst at university which taught me many things, but most importantly how to manage my time and to work only in a career that I am passionate about.

My early career involved working as a Marketing Manager in the travel industry, but I quickly returned to education, working in marketing communications, and eventually becoming Head of Communications at De Montfort University, leading a team of around 30. I then moved away from education and spent a few years working for private marketing agencies and later in the NHS. I enjoyed the variety of projects and stakeholders and developed how to pitch to an audience, make a profit and to celebrate team success. I progressed quickly to Director level and learnt how to navigate politics, manage employee relations, write strategies and negotiate.

In 2016, a recruitment agency approached me to work at Coventry University and I became the Associate Dean (Recruitment and Marketing) in the Faculty of Health and Life Sciences. I loved being back in Higher Education, working with academic colleagues, but this time with extra skills and experiences that I would never have gained if I had simply stayed at De Montfort.

I have been at Greenwich since 2019. My role is perfect for me because I am a generalist, but I get my energy from working with specialists in my team; connecting things together to make the big decisions that affect our student numbers, brand identity, widening access goals and finding ever more creative ways to engage with young people from different backgrounds. You’ll never see me tweet, but I am an avid social media viewer.”





# Chris Shelley - Director of Student and Academic Services

“I went to university with the dream of becoming an actor – unfortunately I had neither the money or, more importantly, talent to make it into a big drama school so instead opted for a degree in Drama and Theatre Studies at Liverpool Hope University. That dream still lingered but I became involved in my Students’ Union as a student and got elected as Vice-President, and then President, after I graduated.

In order to fund a life of auditions, I worked for 2 years as a Senior Resident Tutor in the university accommodation, delivering support to students in halls and living on site. After deciding that perhaps a life of acting wasn’t for me, I saw a role advertised by the National Union of Students that supported students’ unions. It was a role I had worked closely with as a student officer, supporting a whole region of students’ union officers and staff on every issue imaginable – training, elections, campaigns, organisational development and more.

I was successful and then embarked on a 6 and half year career with NUS which led me down to Bristol, to London and then into a management role overseeing the registration of students’ unions with the Charity Commission. My remit included overseeing the support that NUS provided to students’ union elections, and by chance I ended up providing support to King’s College London SU’s election during a very difficult year. We had to stop the election mid-way through due to the integrity of the process, and I spent a week working with senior university staff and the students’ union on the fall out of that.

A few months later a senior staff member at King’s, who I worked with during that week, called me to say there was a role available in her team and I should apply. I always assumed my next role would be in a students’ union or a different charity and hadn’t really considered going to work in a university. But the role appealed to my sense of wanting work that had a positive impact on students so I applied, was successful, and began my career inside universities.

I was later appointed as Director of Student Services and enjoyed 4 and a half years at King’s before coming to Greenwich in September 2017. I have always been ambitious and felt that this role gave me more of an opportunity to influence students’ experiences in a positive way, with a wider remit than I had at King’s”



# Development Opportunities

- Following conversations with your Line Manger make sure you log information in Horizon by going to Me > Career and Performance > Career Development.
- Support for how to view and amend Career Development in Horizon can be found via the [website](#).
- Our core programme has a range of training opportunities which can be booked via Horizon Learning.
- Work shadowing (internal and external), Mentoring and Coaching, SEAL, Aurora, Leadership and Management programmes, LinkedIn Learning provisions are available for Administrative, Professional Services and research staff including cross institutional opportunities.
- [LinkedIn Learning](#) offers a wide variety of online training, supporting you to become a curator of your own development. [Abintegro's](#) career platform provides excellent resources for career planning.
- Networks and professional bodies (both internal and external)