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**Job Description**

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| **Job title:** | **Placements Administrator** |
| **Department/School:** | **Faculty of Humanities & Social Sciences** |
| **Grade:** | **5** |
| **Location:** | **Placements Office** |

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| **Job purpose** |
| The focus of this role is on the administration and smooth running of Faculty placements. The post holder will be expected to engage operationally with all aspects of placement activity across all disciplines within the Faculty and provide specific support to the placements operation for a specific Department(s). It is essential that the post holder has the interpersonal skills to engage with placement providers, students, academic staff and other stakeholders. The postholder may also be required to undertake a number of Departmental duties. |

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| **Source and nature of management provided**  |
| Placements Manager  |

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| **Staff management responsibility** |
| N/A |

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| **Special conditions**  |
| You will from time to time be required to undertake other duties of a similar nature as reasonably required by your line manager. These may include assisting in the facilitation of CPD activities. This will form part of your substantive role and you will not receive additional payment for these activities.  |

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| **Main duties and responsibilities**  |
| To ensure the smooth running of the Faculty’s professional placements programmes. Although members of the team have individual areas of responsibility, a ‘team-based approach’ is essential to ensure that, regardless of circumstances, every member of the team is fully conversant with processes and procedures to ensure that they can effectively contribute to any activity within the team. To maintain and nurture good working relationships with employers.  |
| **1** | **Interactions with students/academic staff**1. Assist students with queries relating to forms, reports, poster exhibition, tutor’s visit and other aspects of placement unit.
2. Contact students to ensure timely submission of documents and participation in all other requirements of placement unit.

Organise interview schedules, ensuring compatibility with student commitments. Assist with running interviews and supervise tests where required. iii Asist placement tutors with queries relating to their role  |
| **2** | **Interactions with employers**1. Liaise with employers, setting up placement recruitment visits, scheduling interviews between employers and students
2. Organise hospitality for visiting employers
3. Feed back to the Department any comments from employers
4. Make employers aware of their responsibilities to placement students, e.g., health and safety, holiday and salary expectations. Ensure that companies complete Health and Safety declarations correctly
5. Arrange placement visits
6. Ensure that employers complete relevant forms and reports throughout placement
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| **3** | Administrative duties 1. Organise and issue by email relevant documents for placements in the UK and overseas
2. Utilise database to record placement information. Extract information for academics, Boards of Examiners etc., as required
3. Maintain electronic student files
4. Set up and maintain a Moodle course for placements. Develop and improve this as required. Train and support academic staff in the use of Moodle course
5. Participate in the annual review of student placement handbooks, forms and employers’ information leaflets
6. Scrutinise student employment contracts, student reports and employer feedback.
7. Organise and coordinate annual placement poster exhibition or conference
8. Ensure all aspects of UG placements are in line with quality assurance
9. Oversee and post information on placement Facebook page
10. Production of placement related displays for University Open Days

Involvement in other defined Department-related activities where appropriate**Additional duties (Dept of Psychology only)*** Ensuring that conditions of Ethics Committee are met and Research Proposal is approved.
* Dealing with enquiries from staff and students regarding Ethics procedures.
* Providing information, finding Research Proposals or approval if required.

**Additional duties (Dept of Economics/SPS/ESML (Pol) only)**To oversee the work of Placements Administrative Assistant as appropriate |
| This is not intended as an exhaustive list of duties or a restrictive definition of the post but rather should be read as a guide to the main priorities and typical areas of activity of the post-holder. These activities are subject to change over time as priorities and requirements evolve and as such it may be amended at any time by the line manager following discussion with the post holder. |

**![logo-uob-resize[1]]() Person Specification**

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| **Criteria: Experience/Knowledge** | **Essential** | **Desirable** |
| Experience in an administrative support role preferably with experience of student administration or equivalent experience working in a busy office in an administrative role | 🗸 |  |
| Previous experience of customer/client contact especially establishing and developing effective links with companies in the relevant discipline/field |  | 🗸 |
| Liaison with and experience of industry including the role of placement students within organisations |  | 🗸 |
| Previous experience of employer liaison |  | 🗸 |
| Experience of Higher Education and the student learning experience |  | 🗸 |
| Good working knowledge of standard IT systems and databases including web-based management information systems and web authoring | 🗸 |  |
| Skills in University specific software (including SITS, Business Objects, Moodle, Agresso) |  | 🗸 |
| Experience of maintaining clear and accurate records | 🗸 |  |
| Evidence of independent and effective team working | 🗸 |  |
| Experience of effectively organising a busy workload with sometimes conflicting priorities, to meet deadlines | 🗸 |  |
| Evidence of working within specific frameworks e.g. Quality Assurance compliance |  | 🗸 |

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| **Criteria: Skills** | **Essential** | **Desirable** |
| Excellent written and oral communication skills, with a high level of accuracy and attention to detail | 🗸 |  |
| Excellent interpersonal skills in order to communicate effectively with staff, students and members of the public. Ability to develop good working relationships. | 🗸 |  |
| Ability to coordinate resources other than oneself (arrange events) | 🗸 |  |
| Competent, conscientious and motivated with a methodical approach to work | 🗸 |  |
| Ability to handle confidential information with tact and discretion | 🗸 |  |
| Ability to work with numerical data and compile and understand basic statistics |  | 🗸 |
| Ability to be adaptable and flexible and to learn new skills quickly | 🗸 |  |

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| **Criteria: Professional Qualifications** | **Essential** | **Desirable** |
| N/A |  |  |

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| **Criteria: Academic Qualifications** | **Essential** | **Desirable** |
| Good level of general education; educated to A Level (or equivalent) or above  | 🗸 |  |
| Education to degree level or equivalent relevant professional experience |  | 🗸 |

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| **Effective Behaviours Framework**The University has identified a set of effective behaviours which we value and have found to be consistent with high performance across the organisation. Part of the selection process for this post will be to assess whether candidates have demonstrably exhibited these behaviours previously.  |
| **Managing self and personal skills:**Willing and able to assess and apply own skills, abilities and experience. Being aware of own behaviour and how it impacts on others.   |
| **Delivering excellent service:**Providing the best quality service to all students and staff and to external customers e.g. clients, suppliers. Building genuine and open long-term relationships in order to drive up service standards.   |
| **Finding innovative solutions:**Taking a holistic view and working enthusiastically and with creativity to analyse problems and develop innovative and workable solutions. Identifying opportunities for innovation.   |
| **Embracing change:**Adjusting to unfamiliar situations, demands and changing roles. Seeing change as an opportunity and being receptive to new ideas.  |
| **Using resources:**Making effective use of available resources including people, information, networks and budgets. Being aware of the financial and commercial aspects of the University. |
| **Engaging with the big picture:**Seeing the work that you do in the context of the bigger picture e.g. in the context of what the University/other departments are striving to achieve and taking a long-term view. Communicating vision clearly and enthusiastically to inspire and motivate others.   |
| **Developing self and others:**Showing commitment to own development and supporting and encouraging others to develop their knowledge, skills and behaviours to enable them to reach their full potential for the wider benefit of the University.   |
| **Working with people:**Working co-operatively with others in order to achieve objectives. Demonstrating a commitment to diversity and applying a wider range of interpersonal skills.    |
| **Achieving results:**Planning and organising workloads to ensure that deadlines are met within resource constraints. Consistently meeting objectives and success criteria.   |