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**Job Description**

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| **Job title:** | **Placements Manager** |
| **Department/School:** | **Faculty of Engineering & Design** |
| **Grade:** | **7** |
| **Location:** | **Faculty Placements Office** |

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| **Job purpose** |
| The focus of this role is on the development, leadership and management of the Faculty placements environment. The post holder will be expected to engage operationally with all aspects of placement activity across all disciplines within the Faculty. It is essential that the post holder has the interpersonal and team-building skills to provide leadership and support to the Faculty Placements Team (FPT) as well as engaging with companies, students and other stakeholders.  |

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| **Source and nature of management provided**  |
| Director of Administration |

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| **Staff management responsibility** |
| Faculty Placements team |

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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. This will form part of your substantive role and you will not receive additional payment for these activities You may occasionally be required to work on a Saturday to support relevant events. You will be able to take this time off in lieu in recognition of the additional hours. |

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| The postholder’s main sphere of operations will concern leadership and management of the Faculty Placement Team, initiating development and managing change as appropriate. Although members of the team may have individual areas of responsibility/Departments, 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. The Placements Manager will be responsible for deciding and allocating work priorities as the need arises.  |
| **1** | **Main duties and responsibilities** 1. Take responsibility for the professional leadership and operational management of the Faculty Placements team, establishing a framework for continuous improvement to enable members develop their knowledge and skills both individually and as a team. Shape roles to meet current and emerging needs, ensuring that services provided are efficient and effective
2. Liaise with Heads of Department regarding operations within their respective Departments, and monitor parity of placement support
3. Ensure all staff within the Faculty Placements Team have the appropriate skills to undertake their duties and organise appropriate training where appropriate; this responsibility may include the development and implementation of specific software to ensure accurate records relating to students, placement providers, personal and placement tutors are kept
4. Develop Moodle-based activities to support students and placement providers seeking information
5. Ensure that the Faculty Placements Team regularly prepare reports and present them to Heads of Departments and the Dean as required
6. Oversee the writing and annual review of student placement handbooks, forms and employers’ information packs
7. Develop an externally-facing professional profile of Faculty placement activity and ensure that quality information is in place for students and placement providers; this responsibility will include web development (see iii above), marketing of placements, student handbooks, information for placement providers, and displays and presentations at University Open Days (e.g. UCAS) and other events that may occur
8. Participate in meetings with Departments, Placement Officers and the Careers Service; represent the University at conferences and external meetings
9. Research current HE placement legislation, policy documents and good practice – e.g. the Health and Safety Executive, professional bodies, Quality Assurance Agency and University Quality Assurance – to ensure that all aspects of the placement procedure are fully compliant with all statutory and other requirements
10. Ensure that there is representation by the Faculty Placements Team at other appropriate conferences, training sessions and external meetings and that the team is an active participant in the University Placement Tutors Forum
11. Maintain effective liaison with the University Legal Advisers as necessary to ensure the writing and development of placement contract agreements.
12. Ensure that individual employers comply with local Health & Safety standards and carry Employer’s Liability insurance.
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| **2** | **Student Support**All members of the Faculty Placements Team are required to work with undergraduate/postgraduate students within their allocated primary departments to advise, assist and enable students to identify and secure suitable placements and maximise their benefit in terms of academic, personal and long-term career development. The Placements Manager will take on a similar operational role which includes, but is not limited to, the following:1. Working with the Careers Adviser for the Faculty to deliver effective high quality group skills development in self-marketing skills (CVs, letters, application forms, interview skills, assessment centres and aptitude tests)
2. Advise students about placement choice and how to locate a placement either in the UK or abroad
3. Supervise and monitor students throughout the placement period, assessing and resolving their demands, enquiries and problems
4. Organise and undertake workplace visits to students on placement.
5. Ensure that the appropriate reports are completed and submitted for assessment
6. Advise academic staff, Personal Tutors and Placement Tutors of individual and general placement issues
7. Work with Placement Tutors on matters relating to specific academic disciplines
8. Undertake placement visits to students/employers on behalf of a member of the academic staff/ Placements Tutor as required
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| **3** | Employer SupportAll members of the Faculty Placements Team are required to establish and maintain good relations with existing and prospective employers, to support employers in developing good-practice placement procedures and programmes and to offer advice and assistance to employers in the selection and short-listing of suitable student candidates. The Placements Manager will take on a similar operational role which includes, but is not limited, to the following:1. Research and pursue leads to generate new placement opportunities both in the UK and overseas
2. Manage and further develop strong links with employers of our graduates in industry, commerce and the public sector etc, actively promoting the creation of partnerships between business, the Faculty and its Departments
3. Assess all placement employer demands, problems and enquiries and resolve them in a timely and effective manner
4. Ensure post-placement employers’ appraisal of student placement performance is carried out with appropriate feedback and details of lessons learnt
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| **4** | **Commitment to the University’s Effective Behaviours Framework**As a holder of the Association of University Administrators Mark of Excellence Award, the University has identified a set of effective behaviours which we value and have found to be consistent with high performance across the organisation. Professional Services staff are expected to exhibit these behaviours with a commitment to on-going personal development in these areas. Further details are outlined in the person specification.  |
| 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. |

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**Person Specification**

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| **Criteria: Experience/Knowledge** | **Essential** | **Desirable** |
| 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 | 🗸 |  |
| Experience of working with and/or knowledge of professions within the relevant discipline/field | 🗸 |  |
| Previous experience of employer liaison | 🗸 |  |
| Experience of Higher Education and the student learning experience |  | 🗸 |
| Experience of coaching/training other staff | 🗸 |  |
| Experience in an HR/personnel/recruitment environment or equivalent relevant experience | 🗸 |  |
| Good working knowledge of standard IT packages and databases including web-based management information systems and web authoring. Experience of using virtual learning environments | 🗸 |  |
| Skills in University specific software (including SITS, Business Objects, Moodle ) |  | 🗸 |
| Experience of maintaining clear and accurate records | 🗸 |  |
| Proven experience of managing and developing an effective professional team in a complex work area with the capacity to engage and motivate others | 🗸 |  |
| Experience of effectively organising a busy workload with sometimes conflicting priorities, to meet deadlines | 🗸 |  |
| High level of literacy and ability to draft correspondence, reports, papers, briefing notes | 🗸 |  |
| Evidence of working within specific frameworks e.g. Quality Assurance compliance | 🗸 |  |

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| **Criteria: Skills** | **Essential** | **Desirable** |
| Proven ability to communicate confidently and effectively both orally and in writing | 🗸 |  |
| Excellent interpersonal skills in order to communicate effectively with staff at all levels of seniority, students and members of the public | 🗸 |  |
| Ability to demonstrate a proven capability to prioritise a heavy and varied workload and to keep track of a large volume of on-going projects, often to conflicting deadlines | 🗸 |  |
| Competent, conscientious and motivated with a methodical approach to work | 🗸 |  |
| Ability to be adaptable and flexible and to learn new skills quickly | 🗸 |  |
| Ability to handle confidential information with tact and discretion | 🗸 |  |
| Information management skills including a high level of accuracy and attention to detail and the ability to analyse and present complex data. Ability to work with numerical data and compile and understand basic statistics | 🗸 |  |

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| **Criteria: Professional Qualifications** | **Essential** | **Desirable** |
| Studying towards a recognised HR/Personnel qualification e.g. CIPD |  | 🗸 |

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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\*****To be most effective in this role the University has identified a set of effective behaviours. These behaviours do not examine technical competence, rather they identify the behaviour patterns that are valued due to them being consistent with high performance across the organisation. This table identifies how the EBF applies to this role.**  |
| **Grade 7 Manager** |
| **Areas of influence** | **Across the University** |
| **Managing self and****personal skills** | * Acts as a role model to others by setting high personal standards in both verbal and non-verbal communication
* Represents the team with professionalism
* Takes responsibility for actions of self and the team
* Ensures regular, clear and consistent communication
* Respects confidentiality and demonstrates sensitivity when dealing with team issues
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| **Delivering excellent service** | * Interprets rules and regulations flexibly to balance customer and University needs
* Embeds a culture of continual reflection and improvement in team practices
* Implements operational plans that support the achievement of strategic goals
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| **Finding innovative solutions** | * Remains open to and applies best practice and fresh ideas from inside and outside the University
* Actively seeks new ideas and approaches from across the University in order to improve efficiencies and resolve issues
* Coaches and guides others in developing and implementing innovative solutions, encouraging others to take acceptable risks
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| **Embracing change** | * Leads by example in supporting the Faculty to break with traditional methods
* Able to articulate the drivers for change
* Communicates upwards to influence policy formulation
* Establishes and maintains the confidence and support of staff and peers before and throughout periods of significant organisational change through excellent interpersonal skills
* Receives and responds to constructive feedback from within the team to inform decision-making
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| **Using resources** | * Shares good practice with other parts of the University
* Aware of responsibility to University and funders in using resources
* Shares resources across Faculty team to advance objectives and achieve outcomes
* Identifies ways in which resources can be used flexibly and imaginatively for the benefit of the Faculty within agreed limits
* Deploys resources efficiently, at the right levels, delegating appropriately
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| **Engaging with the big picture** | * Interprets Faculty-wide issues in order to inform decision-making processes
* Maintains an understanding of the University context and applies this knowledge to the Faculty
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| **Developing self and others** | * Selects individuals for training and development fairly
* Supports line managers with complaints of inappropriate behaviour or performance, following the University policies and procedures
* Carries out team training needs analyses, identifying gaps and development opportunities
* Celebrates team successes, acknowledging the contributions of others
* Ensures that projects and incidents are evaluated and learning from mistakes and success is utilised for continual improvement
* Identifies, celebrates and encourages the strengths of individuals in the team and works on effectively addressing areas for improvement
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| **Working with people** | * Works across organisational boundaries to develop relationships with other teams
* Reflects the principles of the University values in dealing with people and conducting business
* Celebrates the successes of others
* Is able to bring out the best in others
* Communicates effectively by sharing relevant information and keeping others informed
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| **Achieving results** | * Has the confidence say ‘no’ to activities that are less important or do not fit with Faculty priorities
* Gains buy-in from others without direct authority
* Knowledgeable about key stakeholders and how they may influence the work of the team
* Critically evaluates the success of projects to identify and disseminate lessons that can be learned
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