

Job Description

Job title:	Placements Officer
Department/School:	School of Management
Grade:	6
Location:	University of Bath premises

Job purpose

The post holder will form an integral part of the School of Management's Placements Team, taking responsibility for all aspects of undergraduate placement support, focussing on the BSc Management and the BSc Management with Marketing programmes. The 4 year programmes include a year spent on placement within a company during the students' third year.

This position will include identifying, negotiating and organising placements both within and outside of the UK and involve extensive interactions with placement providers at a mid to senior management level. You will support the student throughout the recruitment process and will continue to act as a key contact throughout the duration of the placement itself. You will deliver employability presentations to large groups of students on a regular basis. Student support and guidance is a core component of this role and experience working with young people and understanding their specific requirements is a feature of this position.

As a member of a wider School team, the postholder will work collaboratively to ensure that services are efficient, effective and adapt to changing circumstances, developing common systems and processes standardised on best practice and ensuring that relevant country legislation, including University regulations and procedures is adhered to. The role has daily line management from the School's Placements Manager, and the wider team work together under the guidance of the Head of Placements, Projects and International Studies. The post-holder will also work closely with other Undergraduate Placements Officers, Placements Administrators, plus the Director of Studies who will guide on academic issues.

This is a busy and varied role involving daily communication with academic and professional services staff, students and current/potential employers, often at a senior level, so the post holder will need to have excellent organisational skills, demonstrate a good use of initiative and have the ability to multi-task and prioritise. Diplomacy, tact and cultural awareness are key to developing strong links both nationally and internationally, in order to optimise the opportunities that we can offer to our students.

More information about the School of Management, its undergraduate courses and placement schemes can be found here:

<http://www.bath.ac.uk/management/>

<http://www.bath.ac.uk/management/courses/undergraduate/>

<http://www.bath.ac.uk/management/courses/undergraduate/placements/improve-your-employability-with-a-professional-placement.html>

Source and nature of management provided

School of Management Placements Manager

Staff management responsibility

Support is provided by Placements Administrators

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.

There will be a need to work the occasional Saturday to support the University's Open Days. You will be able to take this time off in lieu in recognition of the additional hours.

Main duties and responsibilities

1. General:

- To initiate, develop and maintain placements, taking overall responsibility for one or more disciplines within the School team and working towards key performance indicators
- To support the Placements Manager in developing and maintaining a culture of commonality across the School with regard to core business processes and procedures and undertake regular reviews to ensure continuous improvement. Balance the needs of individual departments/disciplines with efficiency benefits of aggregation and standardisation
- Act as the main point of contact for students, staff and employers, dealing with enquiries (including those of a more complex nature), providing support/guidance and troubleshooting issues in relation to placement provision
- Establish, maintain and use clear, effective means of communication with all stakeholders and maintain accurate records detailing students, placement providers, personal and placement tutors
- Maintain the placements job portal, including uploading placement guidelines, advertising opportunities and making general updates as required to support students and academic staff seeking information and ensure that other media such as web pages, displays, presentations are kept up-to-date
- Keep up-to date with current HE placement legislation, policy documents and good practice i.e. 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.
- Take responsibility for negotiating new agreements or renewing existing ones, within the University guidelines, liaising with University Legal Advisers as necessary to ensure compliance on placement contract agreements and Non-Disclosure/Confidentiality Agreements
- Ensure that individual employers comply with local Health & Safety standards and carry Employer's Liability insurance. Participate in student risk awareness for overseas placements
- Contribute to the annual review of placement handbooks, forms, information packs and other materials for staff, students and employers. Tailor documentation to specific disciplinary needs where necessary
- Actively participate in meetings with the Placements Team, the School, the University Employability Forum and the Careers Service; represent the University at conferences and external meetings where appropriate
- Attend University Open Days and Applicant Visit Days to deliver presentations and speak to prospective students and parents. Contribute to other relevant events where necessary

2. Student Support:

All members of the School's Placements team are required to work with students within their allocated primary departments/disciplines 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. This includes, but is not limited to, the following:

Pre-placement

- Work with both internal and external providers to deliver effective high quality skills development in self-marketing and recruitment skills (CVs, letters, application forms, interview skills, assessment centres and aptitude tests) and provide one-to-one advice on layout, content, grammar and spelling of CVs and applications as required
- Provide one to one advice and sessions to individual students
- Research placement providers' core values and ethos and develop an awareness of the nature of individual job descriptions in order to advise students on suitable positions and help them tailor their applications appropriately
- Develop a sound understanding of individual degree disciplines by keeping up-to-date with degree programme content, student projects and skills
- Ensure students receive appropriate advice about placement choice (including future career development and guidance) and how to locate a placement either in the UK or abroad
- Ensure all placements advertised are appropriate to the students' programme of study, meeting the unit aims and learning outcomes
- Arrange placement interviews on and off campus as required
- Organise and run pre-placement sessions to brief students on workplace and organisational culture (where possible), appropriate conduct, use of internet and email at work etc.
- Brief students on their responsibilities and unit assignments with clear access to supporting information

During Placement

- Take overall responsibility for ensuring that set guidelines are followed for the supervision and monitoring of students throughout the placement period, assessing and resolving their demands, enquiries and problems and ensuring that they have the best placement experience possible
- Ensure that appropriate reports/assignments are completed and submitted and that feedback is provided in a timely fashion
- Provide feedback on assignments as required
- Organise and undertake workplace visits to students on placement
- Undertake troubleshooting if appropriate and advise academic staff, Personal Tutors and Placement Tutors of individual and general placement issues
- Work with Placement Tutors on matters relating to specific academic disciplines

Post-placement

- Organise and run debriefings for returning students through discussion, consideration and evaluation of personal and professional development

- Ensure that final assignments are completed/submitted and ensure that feedback is received in a timely fashion

3. Employer Support

All members of the School's Placements Office are required to identify, 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 Officer will take on a similar operational role which includes, but is not limited to, the following:

- Research and develop new opportunities to generate new placements in the UK and abroad working in collaboration with the Placements Manager and other staff involved in business development
- Manage and further develop good relationships and strong links with employers in industry, commerce, the public sector etc. and promote the creation of partnerships between business and the School
- Actively encourage employers to take part in campus and virtual events, and oversee arrangements for hosting employer presentations, skills sessions and interviews on campus where required
- Actively research new placement opportunities that are relevant to the programme of study and foster new relationships with employers
- Evaluate job descriptions and new employers to ensure the placement will meet the programme and unit aims and learning outcomes
- Advise employers on degree programme units, content and student skills
- Assist with the content and structure of job descriptions
- Advise on salary levels and negotiate on behalf of students as necessary
- Assess all placement employer demands, problems and enquiries and resolve them in a timely and effective manner
- Ensure post-placement employers' appraisal of student placement performance is carried out with appropriate feedback and details of lessons learnt

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.

Additional hours may be required when visiting locations at a distance for which time can be taken in lieu.

Person Specification

Criteria: Experience/Knowledge	Essential	Desirable
Experience in a business focussed 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	✓	
Experience of working with and/or knowledge of professions within the relevant discipline/field		✓
Experience in an HR/personnel/recruitment environment or equivalent relevant experience	✓	
Previous experience of employer liaison and negotiation	✓	
Experience of Higher Education and the student learning experience		✓
Experience of coaching/training other staff		✓
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	✓	
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		✓

Criteria: Skills	Essential	Desirable
Excellent written and oral communication skills, with ability to operate with a high level of tact and diplomacy. Excellent standard of accuracy and attention to detail	✓	
Excellent interpersonal skills in order to communicate effectively and professionally with a	✓	

variety of staff, students and placement providers at all levels of seniority. Ability to develop good working relationships.		
Clear problem-solving ability with reference to our various stakeholders	✓	
Ability to present and support the learning of students.	✓	
Teaching or training experience		✓
Ability to coordinate resources other than oneself (arrange events, supervising others), managing a variety of tasks at the same time	✓	
Capacity to manage and prioritise a high workload, often working to tight 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	✓	
Ability to work with numerical data, compile and understand basic statistics	✓	

Criteria: Professional Qualifications	Essential	Desirable
N/A		

Criteria: Academic Qualifications	Essential	Desirable
Education to degree level or equivalent relevant professional experience in a recruitment environment	✓	

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.