

## Job Description

<b>Job title:</b>	<b>Placements Officer</b>
<b>Department:</b>	<b>Faculty of Humanities &amp; Social Sciences</b>
<b>Grade:</b>	<b>6</b>
<b>Location:</b>	<b>Faculty Placements Office</b>

### Job purpose

The postholder will form part of the Faculty's Placements Team, taking responsibility for all aspects of placement support and provision for one or more discipline(s) as required. This 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. S/he will manage and support the student and employer recruitment process, providing advice/support and identifying any training opportunities/needs but will also continue to act as a key contact throughout the duration of the placement itself.

As a member of a wider Faculty 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. This is a busy and varied role involving daily communication with senior academic 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.

### Source and nature of management provided

Faculty Placements Manager or Faculty Partnerships Manager

### Staff management responsibility

Placement Administrator/Placement Administrative Assistant (where applicable)

### 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 weekends to support relevant events. You will be able to take this time off in lieu in recognition of the additional hours. Please note that annual leave may be restricted during peak workload periods.

### Main duties and responsibilities

#### 1 Placement Provision

- i. To initiate, develop and maintain placements, taking overall responsibility for one or more disciplines within the Faculty team and ensuring that compulsory placement targets are met where required.
- ii. To support the Placements Manager and Partnership Manager in developing and maintaining a culture of commonality across the Faculty 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.
- iii. 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.
- iv. Establish, maintain and use clear, effective means of communication with all stakeholders and maintain accurate records detailing students, placement providers, personal and placement tutors.
- v. Maintain the Moodle 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.
- vi. 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. Keep up-to-date with employment and visa laws relating to students working in overseas placements and disseminate information where appropriate.
- vii. 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.

	<ul style="list-style-type: none"> <li>viii. Ensure that individual employers comply with local Health &amp; Safety standards and carry Employer's Liability insurance. Participate in student risk awareness for overseas placements.</li> <li>ix. 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.</li> <li>x. Actively participate in meetings with the Placements Team, the University Tutor Forum and the Careers Service; represent the University at conferences and external meetings where appropriate.</li> <li>xi. 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.</li> </ul>
<p><b>2</b></p>	<p><b>Student Support</b></p> <p>All members of the Faculty 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:</p> <p><u>Pre-placement</u></p> <ul style="list-style-type: none"> <li>i. 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.</li> <li>ii. Provide one to one advice and sessions to individual students.</li> <li>iii. 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.</li> <li>iv. Develop a sound understanding of individual degree disciplines by keeping up-to-date with degree programme content, student projects and skills.</li> <li>v. 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.</li> <li>vi. Ensure all placements advertised are appropriate to the students' programme of study, meeting the unit aims and learning outcomes.</li> <li>vii. Arrange placement interviews on and off campus as required.</li> <li>viii. 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.</li> <li>ix. Brief students on their responsibilities and unit assignments with clear access to supporting information.</li> <li>x. Take responsibility for making every effort in assisting students where a placement is a compulsory programme requirement.</li> </ul>

	<p><u>During Placement</u></p> <ul style="list-style-type: none"> <li>i. 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.</li> <li>ii. Ensure that appropriate reports/assignments are completed and submitted, and that feedback is provided in a timely fashion.</li> <li>iii. Provide feedback on assignments as required.</li> <li>iv. Organise and undertake workplace visits to students on placement</li> <li>v. Undertake troubleshooting if appropriate and advise academic staff, Personal Tutors and Placement Tutors of individual and general placement issues.</li> <li>vi. Work with Placement Tutors on matters relating to specific academic disciplines.</li> </ul> <p><u>Post-placement</u></p> <ul style="list-style-type: none"> <li>i. Organise and run debriefings for returning students through discussion, consideration and evaluation of personal and professional development.</li> <li>ii. Organise placements conferences and poster exhibitions where applicable.</li> <li>iii. Ensure that final assignments are completed/submitted and ensure that feedback is received in a timely fashion.</li> </ul>
<p><b>3</b></p>	<p><b>Employer/Exchange Partner Support</b></p> <p>All members of the Faculty 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:</p> <ul style="list-style-type: none"> <li>i. Research and develop new opportunities to generate new placements in the UK and abroad working in collaboration with the University Careers Service, Alumni Office and Students' Union.</li> <li>ii. 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, the Faculty and its Departments.</li> <li>iii. Actively encourage employers to take part in campus events and oversee arrangements for hosting employer presentations, skills sessions and interviews on campus where required.</li> <li>iv. Actively research new placement opportunities that are relevant to the programme of study and foster new relationships with employers.</li> <li>v. Evaluate job descriptions and new employers to ensure the placement will meet the programme and unit aims and learning outcomes.</li> </ul>

	<ul style="list-style-type: none"> <li>vi. Advise employers on degree programme units, content and student skills.</li> <li>vii. Assist with the content and structure of job descriptions.</li> <li>viii. Advise on salary levels and negotiate on behalf of students as necessary.</li> <li>ix. Assess all placement employer demands, problems and enquiries and resolve them in a timely and effective manner.</li> <li>x. Ensure post-placement employers' appraisal of student placement performance is carried out with appropriate feedback and details of lessons learnt.</li> </ul>
<b>4</b>	<p><b>Commitment to the University's Effective Behaviours Framework</b></p> <p>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.</p>
<p>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.</p> <p>Additional hours may be required when visiting locations at a distance.</p>	

## 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 Membership	Essential	Desirable
Member of the Association of University Administrators		✓
Criteria: Academic Qualifications	Essential	Desirable
Education to degree level or equivalent relevant professional experience in a recruitment environment	✓	



## 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 specific role:

<p><b>Managing self and personal skills:</b></p>	<ul style="list-style-type: none"> <li>• Acts as a role model to others by setting high personal standards in both verbal and non-verbal communication</li> <li>• Respects confidentiality and demonstrates sensitivity when dealing with team issues</li> <li>• Ensures regular, clear and consistent communication</li> <li>• Fosters an open, transparent working environment</li> <li>• Treats all members of the team with fairness and equity</li> <li>• Develops an awareness of the wellbeing of all members of the team</li> </ul>
<p><b>Delivering excellent service:</b></p>	<ul style="list-style-type: none"> <li>• Listens with empathy, questions and clarifies in order to understand the needs of others</li> <li>• Tailors communication to meet the needs of stakeholders</li> <li>• Uses feedback to drive improvements</li> <li>• Fosters a continuous improvement philosophy</li> <li>• Demonstrates commitment to consistent service standards and on-going service improvement</li> <li>• Embeds a culture of continual reflection and improvement in team practices</li> <li>• Shares knowledge and trains others</li> <li>• Understands the operational plans that support the achievement of strategic goals and how this fits with team objectives</li> </ul>
<p><b>Finding innovative solutions:</b></p>	<ul style="list-style-type: none"> <li>• Supports others to find their own solutions rather than giving all the answers</li> <li>• Coaches and guides others in developing and implementing innovative solutions, encouraging others to take acceptable risks</li> <li>• Shares learning and experience to facilitate others' decision making</li> <li>• Gives others the space and freedom to be creative</li> </ul>



<b>Embracing change:</b>	<ul style="list-style-type: none"> <li>• Leads others through times of change with positivity, influence and persuasion</li> <li>• Able to articulate the drivers for change</li> <li>• Initiates and embraces change, supporting and encouraging others in developing and testing new ideas</li> <li>• Encourages experimentation and new ways of working</li> <li>• Adapts approach to respond to changes within and outside the University</li> </ul>
<b>Using resources:</b>	<ul style="list-style-type: none"> <li>• Is perceptive in identifying the information and knowledge people need and why they need it</li> <li>• Draws on others' knowledge, skills and experience</li> <li>• Liaises outside of immediate work area to maximise use of resources within the University</li> <li>• Deploys resources efficiently, at the right levels, delegating appropriately</li> <li>• Considers costs as part of the equation when planning a development</li> </ul>
<b>Engaging with the big picture:</b>	<ul style="list-style-type: none"> <li>• Understands the link between University and Faculty strategy, setting individual and team objectives accordingly</li> <li>• Proactively builds and utilises networks with colleagues across the University</li> <li>• Understands different perspectives and ways of working</li> <li>• Can clearly articulate the context within which the team is operating</li> <li>• Takes an active interest in what is happening more widely in the University and informs others where appropriate</li> </ul>
<b>Developing self and others:</b>	<ul style="list-style-type: none"> <li>• Gives and receives constructive feedback as part of normal day-to-day work activity</li> <li>• Celebrates team successes, acknowledging the contributions of others</li> <li>• Plans for the effective development of others, providing opportunities in an equitable manner</li> </ul>

	<ul style="list-style-type: none"> <li>• Chairs team meetings effectively, ensuring everyone has an opportunity to contribute</li> <li>• Provides creative work opportunities to stretch, empower and develop team members</li> <li>• Is self-starting, motivated, and self-aware</li> <li>• Identifies, celebrates and encourages the strengths of individuals in the team and works on effectively addressing areas for improvement</li> </ul>
<b>Working with people:</b>	<ul style="list-style-type: none"> <li>• Co-operates willingly to support the achievement of team goals</li> <li>• Understands a range of perspectives to help reach agreement</li> <li>• Communicates effectively by sharing relevant information and keeping others informed</li> <li>• Recognises and respects the roles, responsibilities, interests and concerns of colleagues and stakeholders</li> <li>• Surfaces and addresses conflicts early to quickly reach resolutions</li> <li>• Demonstrates honesty and integrity by sharing the credit with others</li> <li>• Adapts communication style in order to foster positive relationships</li> <li>• Celebrates the successes of others</li> <li>• Deals with complaints of inappropriate behaviour or performance of team members, following the University policies and procedures</li> </ul>
<b>Achieving results:</b>	<ul style="list-style-type: none"> <li>• Gains and maintains the support of key colleagues and other stakeholders in order to produce outcomes</li> <li>• Monitors progress and provides regular updates</li> <li>• Prioritises team activities according to importance and urgency</li> <li>• Takes the time to celebrate successes</li> <li>• Shares credit for successful outcomes with others</li> <li>• Is able to adapt quickly to changing demands</li> <li>• Gains buy-in from others without direct authority</li> </ul>