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**Job Description**

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| **Job title:** | **Placements Administrator** |
| **Department/School:** | **Faculty of Engineering & Design** |
| **Grade:** | **5** |
| **Location:** | **Placements Office** |

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| **Job purpose** |
| This post holder will form part of the Faculty’s placements team, engaging operationally with all aspects of placement activity across all disciplines. The team will work together under the guidance of a Faculty Placements Manager, developing common systems and processes standardised on best practice and ensuring that relevant legislation, including University regulations and procedures is adhered to. This is a busy and varied role involving daily communication with academic staff, students and current/potential employers, 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. As part of a forward thinking team the Placements Administrator will be involved in process improvement and the development of new systems using University software. |

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

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| **Staff management responsibility** |
| The post holder may oversee the work of an casual Administrative Assistant |

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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.  There will be a need to work one or two Saturdays per year to support the University’s Open Days. |

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| **Main duties and responsibilities** | |
| To ensure the smooth running of the Faculty’s professional placement 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. | |
| **1** | **Main duties and responsibilities**   1. Act as a point of contact for students, staff, employers and other external stakeholders, dealing with enquiries and providing support in a professional and timely manner 2. Establish, maintain and use clear and effective means of communication with staff and students. 3. Management of shared mailboxes 4. Create the Moodle portal and support the on-going maintenance and development including uploading information, making updates/improvements etc. as required and providing training/support to academic staff 5. Take responsibility for the creation and maintenance of accurate database records through SAMIS on the web 6. Develop and maintain software systems such as TopDesk and Xerte which support student learning 7. Organise interview schedules, ensuring compatibility with student/employer commitments. Assist with running interviews and supervise tests where required 8. Co-ordinate our tier 4 monitoring for international students 9. Supporting both academics and central services with requests for data and presenting it in an appropriate format 10. Coordinate placement poster exhibitions, University Open Days and other events as required 11. Develop and apply knowledge of University policies, regulations and procedures in relation to placement provision and advise accordingly 12. Provide support and advice to Academic supervisors in relation to placement visits and the marking of assignments 13. Provide support where appropriate for Placement Team meetings, including compiling the agenda, writing minutes and disseminating information 14. Organising the timetable of student sessions 15. Supporting the team in the creation of professional materials for student presentations and marketing purposes |
| **2** | **Student Support**   1. Assist students with queries relating to student status status letters and assignment submission 2. Contact students to ensure timely submission of documentation and participation in all other requirements of the placement unit 3. Prepare & issue relevant documentation in support of placement activity to all stakeholders 4. Coordinate a programme of mock-interviews 5. Organise placement and non-disclosue agreements |
| **3** | **Employer Support**   1. Liaise with employers, setting up placement recruitment visits, scheduling interviews between employers and students and organising hospitality 2. Assist staff with organising placement visits 3. Ensure that employers complete relevant forms and reports throughout the placement period |
| 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** |
| Experience in an administrative support role preferably with experience of student administration or equivalent experience working in a busy office in an administrative role | 🗸 |  |
| Experience of embedding new administrative systems using software packages into a team |  | 🗸 |
| 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 packages and databases including web-based management information systems and web authoring. Experience of using a VLE | 🗸 |  |
| 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 |  | 🗸 |
| Experience of servicing/minuting meetings |  | 🗸 |

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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 | 🗸 |  |
| Interested in process improvement and advances in technology | 🗸 |  |
| 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. |