

## Placements Administrator

Job Ref: REQ180234

**As part of the University's ongoing commitment to redeployment, please note that this vacancy may be withdrawn at any stage of the recruitment process if a suitable redeployee is identified.**

### School/Department summary

The Wolfson School of Mechanical, Electrical and Manufacturing Engineering is one of the UK's largest engineering schools. It is home to around 250 academic and research staff, 92 professional and administration staff, 2000 undergraduate students, 180 post graduate MSc students and 215 research students.

### Job Description

#### Job Grade

Administrative Services Grade 4

#### Job Purpose

To provide exceptional service to students on all undergraduate programmes, enabling them to seek and secure suitable placements which comply with University, programme and accreditation requirements.

To assist the Placements Co-ordinator in all aspects of the placement process and to help maintain and develop close links with industry.

To provide support and guidance to students throughout the placement process and to support academic members of staff.

#### Job Duties

##### Placements

- To play an active role in all student placement processes; advising, guiding, motivating and supporting students in their placement experience, and ensuring all queries are dealt with appropriately and efficiently.
- To be responsible for compiling regular newsletters and information bulletins to students, to actively contribute to novel uses of social media, especially Twitter and Facebook and to support the Placements Co-ordinator in the marketing and promotion of placements to all stakeholders using appropriate media.
- To assist in the organisation and delivery of the School's annual Placements Fair
- To provide exceptional customer service to current and prospective employers; giving advice, guidance and developing good relationships. To facilitate company visits, interviews, tutor visits etc.
- To develop broad knowledge of University procedures and to build strong working relationships with colleagues in the Wolfson School, other Schools, Central departments, and external partners to ensure two-way flow of information and support to ensure compliance.
- To maintain accurate and confidential records using appropriate University databases.
- To assist in the administration of the Wolfson School's Monitored Professional Development Scheme.

- To contribute new ideas and initiatives to improve the placement process and the systems in the Placements Office.

### **International Opportunities**

- To assist in administering the incoming and outgoing study abroad exchanges, liaising with the students and their home institutions and keeping accurate and confidential records.
- To liaise with Academic Registry to administer Erasmus funding and also the Undergraduate Programmes Manager and Academic Exchange Coordinator with various aspects of the role.
- To be a point of contact for all queries from students throughout their exchange experience.

### **Projects - Teaching Contract and Employer Relations**

- To assist in supporting the Director of the Teaching Contract by encouraging industry contacts to engage with industry based project agreements and respond to enquiries.
- To actively promote the scheme, maintaining existing partner relationships and initiating new relationships.

### **General**

- To support the wider undergraduate student administration team in any tasks or roles that may be required, at the request of the UG Programmes Manager.
- To assist with key events throughout the year, such as Open Days, Induction, Option Days, Graduation, Employer Events, Mock Assessment Centres, etc. which may be outside of normal working hours.
- To provide administrative support for a group of Academic staff assisting with general administrative duties on their behalf.
- To undertake appropriate training, consistent with the needs and aspirations of the post holder and the Wolfson School
- To participate fully in the PDR (Performance and Development Review) Scheme.
- Any other duties and responsibilities which are commensurate with the role and grading.

All staff have a statutory responsibility to take reasonable care of themselves, others and the environment and to prevent harm by their acts or omissions. All staff are therefore required to adhere to the University's Health, Safety and Environmental Policy & Procedures.

All staff should hold a duty and commitment to observing the University's Equality & Diversity policy and procedures at all times. Duties must be carried out in accordance with relevant Equality & Diversity legislation and University policies/procedures.

The University is committed to enabling staff to maintain a healthy work-home balance and has a number of family-friendly policies which are available at: <http://www.lboro.ac.uk/services/hr/a-z/family-leave-policy-and-procedure---page.html>.

We also offer an on-campus nursery with subsidised places, subsidised places at local holiday clubs and a childcare voucher scheme (further details are available at: <http://www.lboro.ac.uk/services/hr/a-z/childcare-information---page.html>). In addition, the University is supportive, where operational needs allow, of flexible working arrangements.

We also strive to create a culture that supports equality and celebrates diversity throughout the campus. The University holds a Bronze Athena SWAN award which recognises the importance of support for women at all stages of their academic career. For further information on Athena SWAN see <http://www.lboro.ac.uk/services/hr/athena-swan/>

### **SPECIAL CONDITIONS**

All Administrative Staff will be expected to support and attend key events such as School visit days and Saturday University Open Days, on a rotational basis.

Annual leave requests will be restricted at key points in the academic calendar, and will be approved subject to the needs of the business.

**This job description is an indication of the duties associated with this role, but there will be an expectation that the post-holder will undertake further duties as required, in line with business needs. It is expected that annual leave will be arranged to fit with the requirements of the role and the activities taking place in the wider team.**

### **Organisational Responsibility**

Reports to the Undergraduate Programmes Manager via the Placements Co-ordinator.

## Person Specification

Your application will be reviewed against the essential and desirable criteria listed below. Applicants are strongly advised to explicitly state and evidence how they meet each of the essential (and desirable) criteria in their application. Stages of assessment are as follows:

- 1 – Application
- 2 – Test/Assessment Centre/Presentation
- 3 – Interview

### Essential Criteria

Area	Criteria	Stage	
Experience	Experience of providing guidance and support to students or young people.	1,3	
	Experience of working in a busy office environment.	1,2,3	
	Experience of using social network sites such as Facebook/ Twitter/Instagram/LinkedIn.	1,3	
	Proven ability to deliver exceptional customer service.	1,3	
Skills and abilities	Very good communication and interpersonal skills.	1,3	
	Ability to communicate appropriately and professionally with all levels of university staff, students and company personnel.	1,2,3	
	Adaptable and flexible to meet the changing work environment	1,3	
	Proven ability to work as part of a team.	1,3	
	Ability to take initiative, and organise and prioritise own workload.	1,3	
	Ability to work accurately and with attention to detail, whilst working to tight deadlines and with conflicting priorities.	1,2,3	
	Excellent level of written and spoken English.	1,2,3	
	Good IT skills (Microsoft Office applications).	1,2,3	
	Ability to show discretion, sensitivity and ability to maintain strict confidentiality.	1,3	
	Training	Be committed to, and actively participate in, a programme of continuing personal professional development.	1,3
		A willingness to undertake further training as necessary and to adopt new procedures as and when required.	1,3
Qualifications	Educated to A level or equivalent standard and GCSE or equivalent in English and Maths.	1,3	
Other	Commitment to observing the University's Equal Opportunities Policy, IT Acceptable Use Policy and other relevant University policies.	1,3	

## Desirable Criteria

Area	Criteria	Stage
Experience	Experience of working in a Higher Education, preferably in an Undergraduate setting.	1,3
	Experience of placements recruitment/careers.	1,3
	Experience of Loughborough University administrative systems procedures.	1,3
	Experience of organising events, marketing and promotions.	1,3
Skills and abilities	Understanding and knowledge of relevant legislation e.g. SENDA, Data Protection Act, Freedom of Information etc.	1,3
	Proven ability to review, develop and implement new or existing processes.	1,3
	Proven aspiration and motivation to develop a career within the employability/placements/ careers sector.	1,3
	A commitment to understanding and gaining knowledge of taught programmes within the School.	1,3
Qualifications	Educated to degree level.	1,3

## Conditions of Service

The position is **full time** and **open ended**. Salary will be within Administrative Services Grade 4 £19,850 to £23,557 per annum, at a starting salary to be confirmed on offer of appointment.

The appointment will be subject to the University's normal Terms and Conditions of Employment for Academic and Related staff/Operational and Administrative staff, details of which can be found [here](#).

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## Informal Enquiries

Informal enquiries should be made to Mrs Julie Bouazza-Marouf, Undergraduate Programmes Manager, by email [J.Bouazza-marouf@lboro.ac.uk](mailto:J.Bouazza-marouf@lboro.ac.uk) or by telephone on +44 (0)1509 227003.

## Applications

The closing date for receipt of applications is 15<sup>th</sup> April 2018.