

PLACEMENTS OFFICER

Job Ref: REQ221205

As part of the University's ongoing commitment to redeployment, please note that this vacancy may be withdrawn at any stage of the recruitment process if a suitable redeployee is identified.

Job Description

Job Grade

Administrative Services Grade 5

Job Context:

To assist the Placements Manager in all aspects of the placement process and to help the Placements Team 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 Purpose:

To support the Placements Manager in extending and enhancing student engagement and participation in placements.

To provide support and guidance to students, employers and staff throughout the placement experience ensuring service excellence at all times.

To develop and maintain mutually beneficial working relationships with host employers.

Duties and Responsibilities:

Students:

- To work closely with staff and students to understand and enhance student motivation and engagement with placements and other work-based learning.
- To encourage and respond positively to student enquiries, providing accurate and timely information, advice and guidance throughout their placement experience.
- To assist and advise students with all aspects of the application process for placements, internships and other work experience options, and to record and monitor applications.
- To provide support to students in both the physical and virtual environments, including face to face, telephone, email, virtual meetings, drop in and workshop / lecture environments.
- To provide ongoing service and support to students throughout their placement, anticipating and helping to resolve any problems or challenging issues.
- To conduct individual meetings, group presentations and workshops for students.
- To maintain, develop and create resources for students

Employers:

- To pro-actively establish, develop and maintain professional working relationships with placement host employers, ensuring excellent customer service is provided at all times.
- To conduct meetings with employers, to build on existing employer contacts and to widen the range of placement opportunities.
- To provide ongoing support to host employers throughout the placement, anticipating and helping to resolve any related problems.
- To liaise with employers and to arrange and host visits by recruiting employers.
- To co-ordinate the organisation of company visits, presentations and recruitment events, including scheduling, booking rooms, hiring and ordering equipment etc.
- To maintain up to date labour market information regarding placement and graduate recruitment trends as well as recruitment, assessment and selection practices.

Colleagues:

- To work as part of a team in the placements office; as well as working with related academic Schools, the Careers Network, Employer Engagement Team and senior management in all aspects related to placements and other work-based learning or experiences.
- To liaise with academic staff in the organisation of visits to placement students.
- To provide advice and guidance to academic staff with regard to placement visits and ongoing student support.
- As required, to be involved in the recruitment of staff within the placements team.
- To provide assistance in the induction and ongoing training of other team members.
- To mentor and supervise others in the team as required by line management, including the delegation and monitoring of work to ensure high quality service delivery.
- Involvement in networking and liaison with placement colleagues across the University; and in relevant university-wide work experience initiatives as appropriate.

General:

- To ensure, with colleagues, that all procedures and processes related to the effective management and monitoring of placements are implemented.
- Responsible for maintaining relevant placement databases and systems.
- To generate and interpret reports and statistical information as requested.
- Contributing to the management of required system updates, ensuring that accurate records are maintained on appropriate databases and systems.
- To consider and contribute to the development and continuous improvement of the processes followed, prioritising the needs and experiences of service beneficiaries.
- Contributing to the day to day supervision of the placements team, including deputising for the Manager when required.
- To contribute to specific projects and offer new ideas and solutions which might improve the services delivered and the outcomes for students and employers.
- To have a detailed understanding of, and work according to, QAA, HEA and Loughborough University codes of practice for placements.
- To undertake any training and other duties commensurate with the nature and grade of the post, as required and agreed with the Placements Manager.

Special Conditions:

There may be occasions when the post holder will be required to work outside standard contract hours in response to the needs of the role and to attend recruitment events and similar.

General Administration

- To respond to enquiries received in person, by telephone or email and take appropriate action. This will include dealing with students and parents, academic staff, external organisations and other University Colleagues.
- To provide cover and support for other colleagues at busy times and in cases of absence, by undertaking such duties and responsibilities which are commensurate with the grade and nature of the post.

- To ensure compliance with relevant University policies and procedures.
- To undertake any training and development deemed appropriate for the position by the School Operations Manager and the relevant line manager

Points To Note

The purpose of this job description is to indicate the general level of duties and responsibility of the post. The detailed duties may vary from time to time without changing the general character or level of responsibility entailed.

Special Conditions

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.

Successful completion of probation will be dependent on attendance at the University's mandatory courses which include Respecting Diversity and, where appropriate, Recruitment and Selection.

Organisational Responsibility

Reports to the Placements Manager.

The post holder may have responsibility for the supervision and guidance of other team members.

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	Significant previous relevant experience within a university placements environment, careers team or within industry in graduate/placement recruitment.	1,3
	Significant experience within a student or other customer - focussed environment.	1,3
	Experience of dealing with people in a variety of complex and difficult situations.	1,3
	Experience of working individually and as part of a team.	1,3
	Experience of providing advice and guidance to students seeking placements/careers/employability advice.	1, 2, 3
	Significant experience with administration and computer database management.	1,3
	Experience of working in, and organising, a busy office environment.	1,3
	Experience of working with external or internal partners, such as employers, suppliers or other departments.	1,3
Skills and abilities	Flexibility and the ability to adapt to a changing work environment.	1,3
	Well-developed problem solving skills, using initiative and judgement in more complex situations.	1,3
	Able to plan, prioritise and work independently and to deal with unforeseen problems and circumstances effectively.	1,3
	Able to work under pressure and meet competing deadlines.	1,3
	Excellent interpersonal, organisational, oral and written communication skills.	1,2,3
	Able to work with accuracy and attention to detail.	1,2,3
	Excellent practical IT skills including Microsoft Office and Outlook diary management.	1,3
	Skilled in the provision of advice and guidance to university students	1,3
	Confident group presentation skills	1,3
	Able to learn, assimilate, interpret and apply complex new information	1,3
	Ability to work as part of a team, with evidence of contribution to team success	1,3
	High degree of personal initiative, with a solution-led approach to problems and challenges	1,3
	Able to manage and satisfy the, sometimes conflicting, demands of a wide range of stakeholders	1,3
	Report writing skills	1,3

	Excellent administrative skills	1,3
	Good numerical skills	1,3
Training	Demonstrate evidence of having undertaken further training.	1,3
	Adopt new procedures as and when required.	1,3
	A commitment to ongoing personal development	1,3
Qualifications	University degree education	1
Other	Discretion, sensitivity and ability to maintain strict confidentiality.	1,3
	Willingness to work outside normal hours if required	1,3
	Commitment to observing all University's Equal Opportunities and diversity policies all times.	1,3

Desirable Criteria

Area	Criteria	Stage
Experience	Experience of Loughborough University administrative procedures.	1,3
	Experience of Loughborough specific systems and procedures.	1,3
	Experience and success in a previous role in industry or in business.	1,3
	Experience of the supervision and line management of staff.	1,3
	Experience of supervising the work of others.	1,3
Skills and abilities	Formal recognition of excellence in customer service provision	1,3
	Understanding and knowledge of relevant legislation eg, GDPR, Freedom of Information etc.	1,3
	Experience in delivering workshops/presentations	1,3
	Contribution to the development of successful processes leading to enhanced outcomes	1,3
	Supervisory skills and experience	1,3
	Good statistical analysis skills	1,3
	Enhanced database experience and/or management skills	1,3

Conditions of Service

The position is FULL TIME and OPEN ENDED. Salary will be on Administrative Service job family grade 5 (£26,396 – £31,411 per annum), at a starting salary to be confirmed on offer of appointment.

The university is committed to allowing its employees to work dynamically with a combination of working on campus and remotely, where possible. This role has been identified as a role that could work dynamically and if successful your manager will discuss these informal arrangements with you. Please note there is a general expectation that the successful candidate will spend the majority of time working on campus. (Further information is available [here](#)).

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

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, wherever possible, 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/>

Applications

The closing date for receipt of applications is **16 October 2022**
Interviews will take place w/c **24 October 2022**