

JOB TITLE: Placements Manager

Job Ref: REQ230212

As part of the University's ongoing commitment to redeployment, please note that this vacancy may be withdrawn at any stage of the recruitment process if a suitable redeployee is identified.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

The School of Business and Economics at Loughborough University is a leading international player in research and teaching across business, management, finance, information management and economics.

When coupled with the fact that Loughborough is among the Top 1% of business schools in the world to hold AACSB, EQUIS and AMBA accreditation, the School of Business and Economics is committed to enhancing its already burgeoning international reputation at the forefront of management, business, information management and economics.

Job Grade

Management & Specialist Grade 6

Job Purpose

To lead and manage the Placements Team, planning and delivering interactive guidance and support for Students on the School's undergraduate programmes. To ensure that a high standard of advice is available at all times, and that the school's placement scheme is delivered in line with university policy. To engage the Team in a programme of continuous improvement based on feedback from Students and to work with Academic colleagues to design an effective end to end schedule of activity focussed on enhancing Student employability.

Job Duties

People Management

- Lead and manage a Team of Placements Staff, engaged in supporting Students; take a lead in the distribution of work and resource planning to deliver an excellent Customer Service Experience to Students; undertake regular 1-2-1 and Team meetings to ensure that Staff have the opportunity to discuss forthcoming events, changes to policy and their impact on the provision of Placements support.
- Manage individual and Team performance; co-ordinate Dynamic Working arrangements specifying clearly the periods when Staff need to be present on campus; undertake annual Performance and Development Reviews (PDR's) and interim meetings with the Team; set expectations for performance to promote a Team approach; establish and progress a succession plan to develop knowledge and resilience within the Team.
- Nurture within the Team an attitude of continuous improvement; in collaboration with Team members, challenge norms to develop and initiate slick and efficient processes that focus on a positive stakeholder experience.

Administration and Service Delivery

- Lead on the planning and implementation of a schedule of group talks and workshops that will encourage Student engagement; establish and manage an effective appointment system that will minimise Staff workload and allow other activities to progress appropriately.

- Develop and maintain a detailed understanding of the School's Placements provision by providing end to end support for a specified degree Programme in each Academic year.
- Undertake complex administrative tasks; ensure that all students are aware of their responsibilities regarding Health and Safety; take responsibility for the allocation of Visiting Tutors; working alongside the Director of Placement and Work-based Learning (Director of PWL) devise and deliver an induction process for new Visiting Tutors and a refresher session for more experienced colleagues.
- Plan and execute the submission and marking process for DIS and DPS assignments, in collaboration with the Director of PWL and Associate Dean for Education & Student Experience (ADESE); act as the key contact for submissions and maintain dialogue with Visiting Tutors to ensure that marking deadlines are adhered to.

Events and Stakeholder Engagement

- Establish a strong and effective relationship with Employers; gather and act upon their feedback on Placement activities; facilitate assessment centres, interviews and talks to support Employers, including an annual Employer Engagement event to bring Students and Employers together.
- Work with colleagues from Central Marketing to develop engaging digital material to inspire future Student cohorts and attract new Employers to work with the School; attend all University Open Day events with members of the Team to showcase the School's placement opportunities to potential applicants and their parents; ensure that materials are refreshed and updated on a regular basis for these events.
- Work closely with the School's Director of PWL, the International Relations Manager and other colleagues to ensure that a seamless advice service is offered across the School for Placement and Study Abroad opportunities; build strong relationships with other School Placement Teams to share and develop good practice and improve the support already in place.
- Act as the main contact for resolving issues arising for Students on placements, liaising and negotiating with employers, students and other key stakeholders; instigate and contribute to disciplinary procedures as appropriate.
- In liaison with the School's Business Development Manager, identify new employer engagement opportunities within the School; develop and grow relationships with key contacts in new organisations; market and promote the benefits of placements to prospective Employers; liaise with the Careers Network Employer Engagement Team to help ensure their work is aligned to the preferences and needs of the students in the School, and to enable promotion of opportunities to students in other Schools if appropriate.

Other

- Engage fully in the annual PDR process, progressing objectives and identifying development opportunities for yourself and for the Team in discussion with the Head of Operations; attend regional and national events to develop a strong network of contacts and inform future Placements operations.
- Embrace change; work collaboratively with the Team to plan and facilitate change and nurture a positive approach to new ways of working.
- Provide support and cover in any part of the School, at the request of the Head of Operations, as the need arises; make a positive contribution to projects from across the School and support the Head of Operations in communicating the benefits to stakeholders as requested.

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.

The postholder will be expected to work additional hours and on specific weekends to facilitate Employer Engagement events and University Open Days.

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

The post-holder will report to the School's Head of Operations with functional reporting line to the School Director of Placements and Work-based Learning.

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 experience of working in a university placements/work experience support function	1, 3
	Experience of managing a Team to achieve excellent customer service	1, 2, 3
	Experience of building and maintaining excellent relationships with internal and external stakeholders	1, 3
	Experience of co-ordinating resources in a demanding work environment	1, 3
Skills and abilities	Demonstrable excellent interpersonal skills and the ability to build rapport with a wide range of colleagues and stakeholders.	1, 2, 3
	Strong customer focus with the ability to envisage and deliver excellent service	1, 2, 3
	Highly professional and able to build mutual trust in a Team setting	1, 2, 3
	Proven ability to reflect Strategy through planned operational activity	1, 3
	Excellent organisational skills and able to work under pressure to produce high quality work	1, 3
	Confident in the design and delivery of presentations to inspire and engage a diverse audience	1, 2, 3
	Proven ability to innovate and improve processes to bring efficiency	1, 3
	Commitment to creating a supportive, inclusive work environment	1, 3
	Flexible and adaptable with the ability to lead and embed change	1, 2, 3
	Demonstrate a purposeful, collaborative approach that respects the views of others	1, 3
	Able to demonstrate a high degree of personal initiative with a solution-led approach to problems and challenges	1, 2, 3
	Excellent IT skills with specific experience of Databases and Microsoft Office	1, 3
Training	Commitment to ongoing personal development and a willingness to train, learn and adopt new procedures as required	1, 3
Qualifications	Hons Degree / equivalent qualification or substantial relevant experience and educated to at least 'A' level standard.	1, 3
	5 GCSE's including Maths and English (A – C)	
	ILM 3 Introductory Certificate or equivalent	1, 3
Other	Able to work with discretion and confidentiality	3

	Able and willing to travel if required	3
	Able and willing to work outside standard hours when required	3
	Committed to observing University Equal Opportunities and Diversity policies	1

Desirable Criteria

Area	Criteria	Stage
Experience	Good understanding of current trends/issues in placements and work experience	1, 3
	Experience in change management and process improvement techniques	1, 3
	Experience of Loughborough University systems and administrative procedures	1, 3
Skills and abilities	Experience of leading change and working within a rapidly changing environment	1, 2, 3

Conditions of Service

The position is FULL TIME and OPEN-ENDED. Salary will be on Management & Specialist Grade 6 £33,348-£43,155 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](#).

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/>

Informal Enquiries

Informal enquiries should be made to Jane McCormack, Head of Operations by email on J.A.McCormack@lboro.ac.uk, or by telephone on 01509 227508.

Applications

The closing date for receipt of applications is **23 April 2023**
Interviews will be held on **w/c 1 May 2023**