

PLACEMENTS & STUDY EXCHANGES ADMINISTRATOR

Full-time and open-ended, starting as soon as possible

Job Ref: REQ250883

Job Description

Job Grade: Administrative Grade 4

Job Purpose

To work within the School of Social Sciences and Humanities to support the Placements & Study Exchanges Manager, the Director of Graduate Student Outcomes & Placements and the Director of Study Exchanges in all aspects of the placements and study exchange process.

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

Job Duties

Placements

1. To develop good relationships with students to motivate, support and advise them in preparation for gaining placements.
2. To support and advise students with all aspects of the application process for placements (CVs, covering letters, online applications etc.)
3. To identify and disseminate information about placement vacancies and communicate and update information relating to vacancies.
4. To support the Placements & Study Exchanges Manager in the marketing and promotion of the benefits of placements to all stakeholders.
5. To liaise with students, university staff and company personnel in a professional manner and to respond to any enquiries.
6. To advise and support academic members of staff with placement procedures.
7. To administer placement provision e.g. chasing documentation, maintaining databases, producing reports, etc.
8. To take the lead for communicating, promoting and marketing placements to students using creative emails, bulletins and social media.
9. To support students, the Placements & Study Exchanges Manager and the Director of Graduate Student Outcomes & Placements in organising and preparing placement talks/poster presentations.
10. To have an understanding of the University's guidance, codes of practice and procedures regarding placements and study exchanges.

Study Exchange

1. To administer incoming and outgoing, study exchanges and credit bearing exchanges.
2. To ensure that applications, Learning Agreements, risk assessments and other required documentation are agreed by all relevant parties, in line with strict application deadlines.
3. In liaison with departmental Programmes Administrators, to register incoming exchange students on all modules and amend as necessary before deadline.
4. To prepare timetables for all incoming exchange students, to ensure that they are agreed and approved, and Learning Agreements amended as necessary.
5. To liaise with colleagues in the Academic Registry in respect of, and to provide administrative support for, funding opportunities.
6. To liaise with the departmental Student Administration Managers and Study Exchange Tutors over induction arrangements, module option choices and attendance and engagement processes
7. To be a point of contact for all queries from students prior to arrival at the University.
8. To be responsible for liaising with the students and their home institutions in respect of results and to provide transcripts.

General

1. To represent the School in respect to placements and study exchanges at UCAS visit days, Student-Staff Liaison Committees (SSLCs), placement meetings, working groups, etc. as required.
2. To be involved in specific placement and study exchange projects as required.
3. To maintain accurate records using the relevant software i.e. LUSI, Co-Tutor, Learn and social media.
4. To produce statistical information for the Placements & Study Exchanges Manager, the Director of Graduate Student Outcomes & Placements and the Director of Study Exchanges.
5. To assist in the updating and production of marketing materials.
6. To contribute new ideas and initiatives to improve the placement process and the systems in the Placements and Study Exchanges office.
7. To undertake general clerical duties such as photocopying, filing, binding and laminating of documents.
8. To provide cover 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.
9. To ensure compliance with relevant University policies and procedures.
10. To undertake any training and development deemed appropriate for the position by the School Head of Operations and the Placements & Study Exchanges Manager.
11. Provide general administrative support including committee servicing, arranging meetings and taking minutes.

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: Placements & Study Exchanges Manager

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	Previous relevant experience of working in a busy office environment	1,3
	Experience of a customer service or a customer facing role	1,3
	Experience of working with and providing guidance and support to students or young people	1,3
	Experience of maintaining accurate electronic records	1,3
	Experience of using social network sites	1,3
Skills and abilities	Ability to effectively communicate and manage cultural differences	1,3
	Flexibility and the ability to adapt to a 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
	Excellent interpersonal, organisational, oral and written communication skills – able to communicate effectively and professionally with various stakeholders e.g., students, University staff and external organisations	1,2,3
	Able to work under pressure and meet competing deadlines	1,2, 3
	Ability to quickly develop rapport with others and to empathise with students from different backgrounds	1,3
	Able to work with accuracy and have excellent attention to detail	1,2,3
	Excellent practical IT skills including Microsoft Office and Outlook diary management	1,2,3
	Excellent level of written and spoken English	1,2,3
	Ability to show discretion, sensitivity and maintain strict confidentiality	1,3
Training	Demonstrate evidence of having undertaken further training	1
Qualifications	A Level education or equivalent	1
	GCSE Grade C or equivalent in English and Mathematics	1
Other	Willingness to be flexible regarding hours of work when the occasion demands, e.g., supporting recruitment events such as visit days at weekends	1,3

Desirable Criteria

Area	Criteria	Stage
Experience	Experience of working in a Higher Education setting	1,3
	Experience of Loughborough University administrative procedures	1,3
	Experience of Loughborough specific systems and procedures	1,3
	Experience of placements/recruitment/careers and/or international exchange schemes	1,3
Skills and abilities	Skills using relevant Loughborough University IT systems e.g., LUSI, Co-Tutor and LEARN	1,3
	Understanding and knowledge of relevant legislation e.g., SENDA, Data Protection Act, Freedom of Information, etc.	1,3

Conditions of Service

The position is full-time and open-ended. Salary will be on Administrative Services grade 4, £26,527 to £28,778 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 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/>