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**Job Description**

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| **Job title:** | **Placements Administrator** |
| **Department/School:** | **School of Management** |
| **Grade:** | **5** |
| **Location:** | **Employability Team, School of Management, 10 East** |

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| **Job purpose** |
| The post-holder will form part of the School of Management’s Placements Team, taking responsibility for the smooth running of administration on our undergraduate courses with a placement.Currently the School of Management has Placements on the following courses: BSc Business; BSc Accounting & Management, BSc Accounting and Finance; BSc Management; BSc Management with Marketing; BSc International Management. This involves circa 700 placements per academic year.The post-holder will primarily support the BSc Management and the BSc Management with Marketing degree programmes. The Placements Team are managed by the School’s Placements Manager, under leadership from the School’s Head of Employability. You will work alongside three other Placements Administrators, improving efficiency of administrative procedures and managing a diverse workload.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, have the ability to multi-task and prioritise, and be able to interpret and apply complex information. The post-holder must be able to prioritise effectively and work to tight deadlines on their own initiative, and to learn new systems and procedures rapidly.It is essential that the post-holder has the interpersonal skills to engage with placement providers, students, academic staff and other stakeholders. The post-holder may also be required to undertake a number of other School of Management duties.More information about the University of Bath, the School of Management, and its courses and placement schemes can be found here:<https://www.bath.ac.uk/campaigns/undergraduate-courses-in-the-school-of-management/><https://www.bath.ac.uk/campaigns/improve-your-employability-with-a-school-of-management-work-placement/> |

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| **Source and nature of management provided**  |
| Placements Manager – direct line managerHead of Employability |

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| **Staff management responsibility** |
| N/A |

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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.  |

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| **Main duties and responsibilities**  |
| To ensure the smooth running of the School of Management’s professional placements 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. To maintain and nurture good working relationships with employers.  |
| **1** | **Main duties and responsibilities** * Act as a point of contact for students, staff, employers and other external stakeholders, dealing with enquiries and providing advice and guidance in a professional and timely manner
* Establish, maintain and use clear and effective means of communication with staff and students
* Create, maintain and develop relevant online tools resources such as virtual learning environments, student information systems and careers platforms, including uploading information, advertising relevant roles, making updates/improvements etc. as required and providing training/support to other members of staff
* Take responsibility for the creation and maintenance of accurate records for all students, extracting information for the Head of Employability, the Placements Manager, academics, boards of examiners etc. as required
* Organise and issue by email relevant documents for placements in the UK and overseas
* Scrutinise student employment contracts, reports and employer feedback
* Organise interview schedules, ensuring compatibility with student/employer commitments. Assist with running interviews and supervise tests where required
* Participate in the annual review of placement documentation including handbooks, forms and employers’ information leaflets
* Coordinate pre-placement briefings and post-placement debrief sessions, and other events as required
* Develop and apply knowledge of University policies, regulations and procedures in relation to placement provision and advise accordingly
* Deputising for Placements Officers when they are away from the office
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| **2** | **Student Support*** Assist students with queries relating to forms, reports, placement visits and other aspects of their placement
* Contact students to ensure timely submission of documentation and participation in all other requirements of the placement unit
* Organise and issue relevant documentation for placements in both the UK and overseas
* Support the Placements Officers with Placement Visits when required
* Providing feedback on student applications to support the Placements Officers as appropriate
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| **3** | **Employer Support*** Liaise with employers, setting up placement recruitment visits, scheduling interviews between employers and students and organising hospitality
* Ensure that the relevant member of the team is made aware of any feedback from employers
* Make employers aware of their responsibilities to placement students e.g. health and safety, holiday and salary expectations. Ensure that companies complete Health and Safety declarations correctly
* Arrange placement visits
* Ensure that employers complete relevant forms and reports throughout placement
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| 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. |

**![logo-uob-resize[1]]() 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 | 🗸 |  |
| Previous experience of customer/client contact especially establishing and developing effective links with companies in the relevant discipline/field |  | 🗸 |
| 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 systems and databases including web-based management information systems and web authoring | 🗸 |  |
| Skills in University specific software (including SITS, Business Objects, Moodle, Agresso) |  | 🗸 |
| 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 |  | 🗸 |

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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 | 🗸 |  |
| Ability to work with numerical data and compile and understand basic statistics |  | 🗸 |
| 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.   |