

Candidate Information

Position:	Employability and Student Experience Administrator
School/Department:	School of History, Anthropology, Philosophy and Politics
Reference:	19/107402
Closing Date:	Monday 6 May 2019
Salary:	£33,199 to £39,610 per annum (potential to progress to £43,266 per annum through sustained exceptional contribution)
Anticipated Interview Date:	Thursday 30 May 2019

JOB PURPOSE:

Reporting to the School Manager, the Employability and Student Experience Administrator plays a key role in supporting the School's Directors of Education and Internationalisation in enhancing the learning experience of students in the School and in developing opportunities to support student employability.

The post-holder will generate and sustain quality placement and internship opportunities, initiating and maintaining relationships between the School and employers, and providing support and guidance to students for work-related opportunities. The Employability and Student Experience Administrator will also provide coherence between the academic and pastoral support provided to students, delivering essential information in engaging ways, and creating a positive experience for students at each step of their University career.

MAJOR DUTIES:

1. Prepare students seeking placements and facilitate reflection on their work-related learning experience before, on and after placement. Closely monitor students on placement, particularly on students placed outside the UK & Ireland.
2. Provide support to School Programme Convenors in creating, negotiating and appraising employer demands for placements, matching requirements to student expectations.
3. Lead student placement preparation workshops and provide guidance relating to employment contracts, visa regulations, current legislation and cultural issues.
4. Assess work-related learning opportunities to ensure they meet the required standards and establish and maintain robust systems to manage information for work-related learning including monitoring, quality assurance, Health & Safety and risk compliance.
5. Conduct placement and pre-placement visits, and carry out feedback and review exercises.
6. Create and maintain a network of alumni and employer contacts, building connections which feed into student employability and the enhancement of the learning experience.
7. Provide support to the Directors of Education and Internationalisation in developing School strategies for the enhancement of the student learning experience.
8. Create an effective support system for students, liaising with other University support services to resolve student problems around adjustment to study and life at QUB.
9. Provide support to School staff for a broad range of issues associated with student transition to HE, student progression and retention, with particular focus on international students.
10. Provide support for staff in devising and delivering presentations, induction activities, orientation activities and workshops for students on a range of topics to enhance the learning experience and inter-cultural integration.
11. Provide support for the Director of Internationalisation in the creation and maintenance of staff and student exchange agreements with new and existing study partners.
12. Develop and manage a comprehensive calendar capturing events which maximize the student learning experience and promote such activities via the School website and social media platforms.
13. Provide a distinctive and visible point of contact for international students.

14. Assist the Director of Education with the management of the Education fund, facilitating activities and fieldtrips to enhance student learning, and to gather feedback for review.
15. Assist in the management and implementation of developments or special projects arising from School strategies around employability and the student learning experience.
16. Liaise with colleagues in the Faculty Office in relation to inter-Faculty activities and initiatives, providing support as necessary.
17. Assist the School Manager in the management of the School's clerical support teams including selection and recruitment, appraisal, supervision, delegation and staff development.
18. Undertake any other duties as may be reasonably required within the general ambit of the post.

Planning and Organising:

1. Plan and organise activities with an appreciation of longer term issues, ensuring plans complement and feed into broader operational plans within the School.
2. Day-to-day oversight and leadership for student learning enhancement.
3. Work on own initiative, prioritising workload responsibilities to meet the overall objectives of the School.

Resource Management Responsibilities:

1. Advise the School Manager and Senior Management team on the administration of resources and budgets in relation to student employability and learning enhancement.
2. Manage the School education fund to enhance the student learning experience.
3. Oversee aspects of the work of the School professional support team as necessary, managing staff where appropriate.

Internal and External Relationships:

1. Liaise daily with the School Manager, Senior Management team, School academic staff and professional support staff to enhance and support the learning experience of students in the School.
2. Attend work placement visits to employers and students.
3. Liaise closely with employers to facilitate work placement experiences for students.
4. Attend internal and external meetings to ensure that relevant issues are appropriately represented and reported.
5. Liaise with the School's student body.
6. Engage with other areas of the University to enhance student learning and employability experience.

ESSENTIAL CRITERIA:

1. A primary or higher degree.
2. A minimum of three years' relevant experience in the following:
 - working in a student- and/or employer-facing role
 - sourcing, developing and managing placement provision
 - building relationships with employers and other relevant stakeholders in the development of student employability
 - experience of working in the education/training sector.
3. Ability to demonstrate awareness of the needs of HE students at undergraduate and postgraduate level, including international students.
4. Cultural sensitivity to deal appropriately with international organisations and individuals.
5. Excellent oral, written and interpersonal skills in order to establish effective working relationships with a wide range of students, colleagues, and internal and external stakeholders.
6. Ability to produce and analyse information to inform complex management decisions, solve problems and provide sound advice and guidance.
7. Supervisory or line management experience.
8. Evidence of managing a budget.
9. Strong influencing, negotiating and facilitating skills.
10. Excellent IT skills with a good working knowledge of MS Office packages.
11. Strong presentational skills with the ability to communicate effectively through presentations to large and small groups.
12. Ability to produce accurate work, under pressure and within agreed deadlines.
13. Ability to deal confidently and tactfully with students who may be distressed.
14. Evidence of ability to exercise initiative and work independently.
15. Adaptable, flexible and emotionally robust to deal positively with a changing environment.
16. Flexibility and willingness to work irregular hours on an occasional basis.
17. Ability to maintain strict confidentiality.

DESIRABLE CRITERIA:

1. A relevant postgraduate or professional qualification.
2. Experience of supporting students integrating to higher education.
3. Experience of managing social media and web accounts for business purposes.
4. Experience of using University systems.