



## Candidate Information

<b>Position:</b>	Placement Support Officer
<b>School/Department:</b>	Management
<b>Reference:</b>	19/107939
<b>Closing Date:</b>	Wednesday 4 December 2019
<b>Salary:</b>	£28,331 to £32,817 per annum
<b>Anticipated Interview Date:</b>	Monday 20 January 2020
<b>Duration:</b>	Permanent

### JOB PURPOSE:

The post holder will form part of the Queen's Management School Placement Team. The post holder will take responsibility for supporting the Placement Team to ensure that services are efficient, effective and adaptive to changing circumstances. The role will involve assisting and supporting the Placement Coordinators with managing the overall placement cycle, developing common systems and standardised processes on best practice, managing ad-hoc and strategic projects, and ensuring that relevant legislation, University regulations and procedures are adhered to.

### MAJOR DUTIES:

1. To provide high quality, comprehensive administrative support, advice and recommendations to ensure effective and efficient co-ordination and administration of all aspects of service delivery to the Placement Office, academic staff, students and placement providers.
2. To assist in the delivery and implementation of placement events. Manage communication and ensure the achievement against budget. To monitor issues and risk prior, during and post events. To manage the project delivery and communicate effectively with the wider Placement Team. E.g. Awards Ceremony, Open Days, Employer events, Career Fairs etc.
3. To undertake and manage ad-hoc projects in accordance with the strategic requirements and objectives of the Placement Office.
4. To assist the Placement Coordinators with the monitoring of students throughout the placement period and act as a point of contact for students, staff and employers (stage one), providing support and guidance and resolving problems and escalating complex problems in a timely and effective manner.
5. To maintain the assessment of placement health and safety and legal requirements to ensure they meet the required standards and establish and maintain robust systems to meet quality assurance and risk compliance standards in the UK and particularly internationally while meeting QA requirements. Input to the School Risk Register.
6. Support the School Manager in managing the School's Placement Budget.
7. Manage the work of the clerical staff within the Placement Team.
8. To regularly interrogate and analyse complex data pertinent to the Placement Office for inclusion in various school committees, employer liaison groups and professional awarding bodies.
9. To manage and maintain accurate records of students, employers and placement reports, developing appropriate administrative systems to support the placement lifecycle.
10. Support the Placement Coordinators within School to identify opportunities for placements for students at both undergraduate and postgraduate levels.
11. Assisting the Placement team and Faculty Recruitment Hub with positive PR and marketing stories across the Placement Programme, School, the wider university, using a range of mechanisms.
12. Manage and develop Social Media presence, as well as any other communications platforms used by the Placement Office.
13. Overseeing the maintenance of the web portal, including uploading placement guidelines, advertising opportunities and making general updates as required to support students and placement providers seeking information. Ensure that other media such as web pages, displays, presentations are kept up-to-date.

14. Assist Placement Coordinators in maintaining and updating the annual review of placement handbooks, forms, employers' information packs and other materials for staff, students and employers.
15. Take ownership of designing, documenting and monitoring office systems and procedures, ensuring their effectiveness and take necessary steps to update. Advise relevant staff of such new procedures and give any necessary guidance/training
16. Maintain and update electronic and manual filing systems in accordance with the University's requirements and in accordance with employment legislation, e.g. Data Protection Register, Freedom of Information Act.
17. Undertake any other duties that might arise within the remit of the post.

**Planning and Organising:**

1. Plan and allocate work and responsibilities using discretion to determine priorities and resolve conflicts to meet targets and deadlines.
2. Work independently but contribute as an active member of the team.
3. Prioritise own workload within a general schedule and assist senior staff in planning for future work so that resources are available to meet specific objectives.

**Resource Management Responsibilities:**

1. Assist in the planning of resources within the area of responsibility to ensure that they are effectively managed and monitored.
2. Assume delegated responsibilities as appropriate.
3. Manage staff where appropriate; monitoring and supporting the performance management and development of staff to ensure that individual contributions are maximised.

**Internal and External Relationships:**

1. Work closely with colleagues in the Placement Team.
2. Liaison with key contacts (within the School, Faculty of AHSS, other support directorates, students, employers, external bodies and all other stakeholders).
3. Attend internal and external meetings to ensure that the relevant issues are appropriately represented and reported.

**ESSENTIAL CRITERIA:**

1. Educated to a degree level or equivalent.
2. A minimum of 2 years' recent relevant experience in each of the following areas:
  - A proven track record of managing projects and events demanding a high level of accuracy and delivering successfully to very tight deadlines under pressure.
  - Demonstrable experience in the designing, maintaining and streamlining of systems and processes used in customer service or office environment.
  - Proven line Management experience
  - A proven track record in accurate record management and data processing
  - A proven track record of managing the day-to-day operations of a busy office environment
  - Ability to work successfully within a team
3. Ability to analyse and interpret data in the production of reports to inform decision making at a senior level.
4. Proficient user of MS Office packages and aptitude with IT systems.
5. Experience of co-ordinating and developing social media platforms within a business context.
6. Excellent verbal and written communication and interpersonal skills in order to work effectively with a wide range of colleagues, students and stakeholders to solve problems.
7. Ability to assimilate, interpret and present complex information coherently and effectively.
8. Ability to plan and progress work using initiative and independent judgement.
9. Ability to use organisational skills and work under pressure to meet deadlines while providing high standards of work at all times.
10. Aware of commercial sensitivities and confidentiality.
11. Ability to use own initiative and demonstrate organisational skills.
12. Ability and willingness to work outside core working hours

**DESIRABLE CRITERIA:**

1. Experience co-ordinating the recruitment process for companies recruiting students.
2. Experience of working with HE/FE students and relevant stakeholders.
3. Comprehensive knowledge and understanding of employability practices and procedures.
4. Proficient user of university systems e.g. (QSIS).

5. Experience of using Adobe applications, specifically InDesign and/or Photoshop.