University of Northampton

Placements Coordinator

Job Description

Job Title: Placements Coordinator
Grade: 5
Responsible to: Placements & Workbased Learning Manager

Overall Purpose

To co-ordinate, undertake, monitor and evaluate, quality assurance student placement allocation and placement provider processes, and maintain and develop relationships to secure and maintain high quality and meaningful WBL activities and opportunities for students to undertake as part of their award.

To ensure high quality, accurate and up to date data is provided in the systems used by Placement Team to support internal and external reporting and decision-making.

Provide excellence in customer service and placement support through undertaking the range of activities required by Faculty courses and professional and regulatory bodies in securing and allocating placement experiences, including advising students, placement providers and course teams of professional regulatory compliance requirements and current UON status of placement provider and student compliance.

To provide expert level advice and guidance on the areas of responsibility covered by the Placements Team and across the Student Futures Directorate.

Ensuring the work undertaken within the Placements Team is of high quality, accurate and delivered effectively.

Principal Duties and Responsibilities

- Accountable for the successful delivery of the work of the Placement Team by ensuring tasks are completed to agreed standards and timescales.
- To ensure that the individual input of data on the student records/ CRM systems and other data management systems is of high quality, accurate and up to date, checking accuracy of own work. Run exception reports to check accuracy of own work.
- Working with course teams and providers, co-ordinate and monitor audit, risk assessment, SLAs and provider agreements for placement providers, and all student compliance including DBS and Occupational Health relevant to the course and professional body, to include escalation of action plans, placement incidents, student evaluations and DBS Paper disclosures. This includes an understanding of the University and professional and statutory body compliance requirements

and their impact on placement & student records data.
- Display deep knowledge of university and professional regulatory body requirements and to support the compliance and data interrogation and cleansing processes around this.
- To provide expert level advice and guidance to other staff within the University, students and placement providers on areas of responsibility covered by the Placement Team.
- Investigate and proactively resolve complex queries, identifying causes and proposing remedial activity. Implement best practice approaches to reduce issue re-occurrence.
- To coordinate communications to, and information sharing with, internal and external stakeholders, students and course team and to ensure that all information is shared appropriately and in a timely manner, including reporting to regulatory bodies. Ensuring accuracy and quality of data shared is in alignment with GDPR regulations.
- To represent the Placement Team for meetings and committees as required, including QA Meetings with External Placement Providers, Student Workshops and Sessions. Taking responsibility for the information and guidance being shared and a sound knowledge of information and guidance being provided.
- To act as an outstanding team member and to manage own diary and workload including placement planning and provider and student communication schedules.
- Participate in cross-departmental and institutional activities e.g. welcome weekend and enrolments.
- To develop first class working relationships with academic colleagues and course teams, and professional service teams and staff including admissions, student records, Unitemps, course teams, CRM, Alumni, Marketing and Schools Engagement.
- Communicate clearly with student's expectations and information in relation to their Placement opportunity, escalating issues to colleagues within and across the University. Using working knowledge and judgement to determine type and urgency of escalation.
- Develop and enhance student and placement provider-based systems within UON to ensure effective processing and communications.
- Use a range of communication tools (e.g. email, enquiries, ask-us, NILE, social media) to enable effective and timely communication with students, taking responsibility and ownership for the accuracy of the information and guidance provided.
- Produce accurate reports from the student records systems using reporting tools to meet internal and external requirement.
- Maintain student records in accordance with University and GDPR regulations and follow best-practice with regards to data cleansing.
- Advise staff, students and placement providers on professional body requirements, procedures and processes relating to student Placements
- Have a sound knowledge of understanding student enrolment data and student and placement provider compliance data.
- To organise events and meetings with internal and external customers, including student workshops.
- To provide support before, during and after monitoring visits by external regulators.

- Proactively update e-portfolio and e-assessment systems used by students, to include support and guidance for problems and issues arising for students, academics, placement providers and overall users.
- Build and further develop provider relationships acting as primary contact for existing partners as required, resolving routine and ad hoc problems using own initiative, communicating and complying with policies and procedures associated with courses, UKVI and PSRB.
- Ensure placements arranged meet UKVI and HEE requirements for both University and placement providers.
- Take individual accountability and responsibility for being a brand champion for Student Futures. This involves but is not limited to: promotion of our service to students and to other key internal and external stakeholders including academics and faculty management teams and employer/provider partners.

Generic Duties and Responsibilities

- The post holder will be expected to undertake other responsibilities and tasks as reasonably requested by the Placements & Workbased Learning Manager and Head of Employer Engagement & Workbased Learning.
- The post holder will be responsible and accountable for ensuring all employment legislative requirements are adhered to including equality and diversity and health and safety issues.
- The job description may be altered at any time in the future in line with the level of the post to meet changing institutional requirements, but only in full consultation with the post holder.

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Person Specification

Please ensure that your application statement provides clear and specific examples to illustrate how you meet each essential criterion. Applicants that fail to do so will not be shortlisted.

	Criteria	Essential / Desirable	Assessment Methods
Qualifications			
1	GCSE or equivalent vocational qualification (NVQ 3 or equivalent)	Essential	Application
Skills, Knowledge and Experience			
2	Demonstrable experience of working in HE	Essential	Application Interview
3	Demonstrable, consistent experience, building and maintaining relationships of both internal and external stakeholders, including organisations providing placement activities	Desirable	Application Interview
4	Detailed operational knowledge of systems associated with the capture and management of data, preferably as an advanced user of a records system/CRM system	Essential	Application Interview
5	Demonstrable, consistent and high-quality customer service delivery including experience of contributing to implementation of best practice to enhance the student experience	Essential	Application Interview
6	Demonstrable and successful experience of ensuring a high degree of data accuracy within a records system and of auditing, tracking and problem-solving data issues. Sound knowledge of use of tools to check data accuracy	Essential	Application Interview
7	Understanding of Compliance Frameworks required for placement planning including knowledge of PSRB	Desirable	Application Interview
8	Demonstrable experience of high-quality administrative support for placement activities	Essential	Application Interview
9	Ability to manage conflicting priorities and completing work according to agreed templates and specifications	Essential	Application Interview
10	Demonstrable experience of identifying errors in data and considering how those errors might be resolved	Essential	Application Interview
11	Demonstrable experience of managing exceptions and differences to standard protocols effectively	Essential	Application Interview
12	Understanding of risks, policies and procedures associated with placements and of the need to follow such policies and procedures	Essential	Application Interview

13	Demonstrable experience of high-quality administrative support for placement activities	Essential	Application Interview
14	Demonstrable experience of identifying errors in data and considering how those errors might be resolved	Essential	Application Interview
15	Demonstrable experience of working with processes and documentation, as relates to governance and monitoring for the selection and suitability for placement providers and regulatory professional bodies	Desirable	Application Interview
16	Have a proven working knowledge of when and how to escalate urgent student issues within the University and involving Placement Providers where necessary	Essential	Application Interview

Personal Qualities

17	Ability to adapt to technological advances in the workplace	Essential	Application Interview
18	Ability to communicate clearly, explaining questions and responding to internal and external customers, including students, academic teams and placement providers	Essential	Application Interview
19	Ability to plan and schedule work	Essential	Application Interview
20	Demonstrable commitment to data integrity	Essential	Application Interview
21	Competent numeracy and IT skills	Essential	Application Interview
22	Competent written and oral communication skills	Essential	Application Interview
23	Ability to deal with challenging situations involving staff and/or students including students in distress	Essential	Application Interview
24	Ability to adapt to the changing environment and changing situations and to adjust workload accordingly	Essential	Application Interview
25	Coordination skills	Essential	Application Interview
26	Integrity and professionalism, demonstrating a commitment to ethical standards, confidentiality, and the University's values of inclusivity, trust, sustainability and aspiration	Essential	Application Interview