

CANDIDATE BRIEF

Placement Coordinator

Reference: R180015

Salary: Grade 6, £22,214 to £24,285
per annum

Closing Date: 11:59 GMT on Sunday
28 January 2018

Assessment Date: Friday 9 February
2018

EXCELLENT
DIFFERENT
DISTINCTIVE
ASTON



Job description

Job Purpose:

Your contribution to the Aston's mission, *exploitable research, employable graduates* will be to support the Careers+Placements Team's strategic key performance indicator of 100% placements by 2020.

Main Duties/Responsibilities:

- ▶ Market UK and overseas placements to students to stimulate and increase demand
- ▶ Deliver student preparation activities including recruitment and selection technique sessions and skills development workshops
- ▶ Work with Aston Business School (ABS) students to identify and secure appropriate placement opportunities
- ▶ Deliver pre, during and post placement support for students.

One post will be day to day supervised by the Lead Placement Coordinator (ABS/LSS) and the other post by the Lead Placement Coordinator (EAS/LHS) and line managed by the Student Support Manager. You will work closely with Aston Business School (ABS) or the School of Engineering and Science (EAS) and have responsibility for student support and placement administration activities. You will also work closely with the Lead Placement Coordinators to support students to overcome any challenges or barriers that impact their placement search and whilst on placement.

Responsibilities

- ▶ Working collaboratively with the wider team and Schools of Study, design and implement an integrated, responsive and flexible activity programme that will support students' before, during, and after placement. This may take the form of placement year briefings, employability skills development workshops, coaching students through the application process, and giving advice on selection techniques
- ▶ Provide a first point of contact for students and colleagues about placements; answering, following up and taking action on queries
- ▶ Whilst students are searching for their placement, create awareness and access to relevant support for appropriate placement experiences. Where problems arise for some students, who face personal barriers or challenges to the full placement year; escalate as appropriate to the Lead Placement Coordinators
- ▶ Whilst students are on placement, ensure their welfare is managed appropriately. Where problems arise work with the Lead Placement Coordinators and wider team to find the best solution for the student/s and employer
- ▶ Through knowledge of University provisions, refer students on to appropriate support services and follow up with students to ensure matters have been resolved
- ▶ Working with the Careers+Placements Student Engagement and International Projects Team, create a suite of marketing tools to promote placements amongst students; encouraging flexibility in student placement choice, within the requirements of their degree programme; and raising overall placement demand, supporting the objective of 100% placement uptake and 35% placements overseas by 2020
- ▶ Working closely with the Careers+Placements Employer Engagement and International Projects Teams, you will ensure student placement preferences are fed back, enabling a balance to be achieved between placement demand and supply, across different types of placements
- ▶ Use a range of communication channels via the web and University CRM systems to maintain contact with students before, during, and after placement; enabling access to placement information for all and facilitating excellent customer service

- ▶ Coordinate activity with all Careers+Placements teams including delivering and publicising a calendar of events that support the objectives and promotion of placements to students
- ▶ Maintain the University CRM system with details of placement providers and students' progress, using this information to provide regular progress updates to the Careers+Placements Management Team and Schools of Study
- ▶ In accordance with the framework set by the Student Support Manager, ensure each student receives an up to date placement handbook, and on-placement health and safety guidance. Maintaining student feedback throughout the placement experience
- ▶ With student experience in mind, monitor and evaluate placement support activities, systems, and processes to identify areas for improvement. Implement effective changes in collaboration with the Student Support Manager, wider team and the Schools of Study
- ▶ Work within and ensure compliance with relevant Data Protection, Health and Safety, Equal Opportunities and other relevant employment related legislation
- ▶ Undertake any other duties as required by the Student Support Manager and Head of Placements that are commensurate with the grade.

Additional responsibilities

- ▶ Engage in continuous personal and professional development in line with the demands of the role, including undertaking relevant training and development activities to develop themselves and support the development of others.
- ▶ Ensure and promote the personal health, safety and wellbeing of staff and students.
- ▶ Carry out duties in a way which promotes fairness in all matters and which engenders trust.
- ▶ Promote equality of opportunity and support diversity and inclusion as well as working to support the University's environmental sustainability agenda and practices.

Person specification

	Essential	Method of assessment
Education and qualifications	Educated to A level or equivalent, or experience in a similar level and type of role.	Application form
Experience	<p>Experience of delivering excellent customer service through advice and guidance to diverse stakeholders, including supporting customers remotely and face to face</p> <p>Experience of using a range of web based communication channels to facilitate excellent customer service</p>	Application form and Assessment Day
Aptitude and skills	<p>Basic understanding of recruitment and selection processes</p> <p>Presentation skills</p> <p>Ability to work under pressure to meet deadlines and achieve targets</p> <p>Able to analyse problems and use judgment to propose good solutions</p> <p>A flexible and collaborative approach with the ability to manage unpredictability</p> <p>Has the will and ability to work cooperatively with others</p> <p>Able to convey information in an understandable and engaging manner; both verbally and in writing</p> <p>Develops strong relationships with a wide range of stakeholders</p> <p>Excellent IT skills: MS Office suite and Virtual Learning Environments (VLEs)</p> <p>Awareness of student diversity, expectations of students, and understanding of the need to manage these</p> <p>Demonstrates an interest in keeping skills up to date</p>	<p>Application form and Assessment Day</p> <p>Assessment Day</p> <p>Application form and Assessment Day</p> <p>Assessment Day</p> <p>Application form and Assessment Day</p> <p>Assessment Day</p> <p>Application form and Assessment Day</p> <p>Assessment Day</p> <p>Assessment Day</p> <p>Assessment Day</p>

	Desirable	Method of assessment
Education and qualifications	<p>Educated to degree level or equivalent</p> <p>Further qualification relating to any aspect of the role</p>	Application form
Experience	<p>Experience of being part of a team within further/higher education or similar environment to deliver employability services</p> <p>Experience of working, living, or familiarity with a different culture</p>	Application form, and Assessment Day
Aptitude and Skills	Exposure to CRM packages or online content management	Application form and Assessment Day

How to apply

You can apply for this role online via our website www.aston.ac.uk/jobs. Applications should be submitted by 23.59pm on the advertised closing date. All applicants must complete an application form, along with your CV.

Any CV sent direct to the Recruitment Team and Recruiting Manager will not be accepted. If you require a manual application form then please contact the Recruitment Team via recruitment@aston.ac.uk.

Contact Information

Enquiries about the vacancy:

Name: Ms Carolina Salinas
Job Title: Head of Placements
Tel: +44 (0)121 204 3211
Email: c.salinas@aston.ac.uk

Enquiries about the application process, shortlisting or interviews:

Recruitment Team via recruitment@aston.ac.uk or 0121 204 4306

Additional Information

Visit our website www.aston.ac.uk/hr for full details of our salary scales and benefits Aston University staff enjoy

Salary Scales: <http://www.aston.ac.uk/staff/hr/payroll-pensions-and-benefits/salary-scales/>

Benefits: <http://www.aston.ac.uk/staff/hr/payroll-pensions-and-benefits/>

Working in Birmingham: <http://www.aston.ac.uk/birmingham/city-living/>

Employment of Ex-Offenders: Under the Rehabilitation of Offenders Act 1974, a person with a criminal record is not required to disclose any spent convictions unless the positions they applying for is listed an exception under the act.

Eligibility to work in the UK: Candidates who are not citizens of the United Kingdom, or another EEA member country, should check their eligibility to enter or remain the UK in advance of making any job application via the UKVI website <https://www.gov.uk/browse/visas-immigration/work-visas>. Before applying you should ensure that you meet the requirements, including meeting the English language standards. If you do not meet the eligibility criteria, any application for a work visa would be unsuccessful

Equal Opportunities: Aston University promotes equality and diversity in all aspects of its work. We aim to ensure, through our admissions policies for students, and our staff recruitment and selection processes that we encourage applications from all groups represented in the wider community at a local, national and international level.

The University will endeavour not to discriminate unfairly or illegally, directly or indirectly, against student or potential students, staff or potential staff. This commitment applies to all functions of the University and to any stage of an individual's career.

An Equal Opportunities Monitoring Form is included within the application form.

Data Protection Act 1998: Your application will only be used to inform the selection process, unless you are successful, in which case it will form the basis of your personal record with the University which will be stored in manual and/or electronic files. Information in statistical form on present and former employees is given to appropriate outside bodies.

Data you provide on the Equal Opportunities Monitoring Form will be included in a general database, for statistical monitoring purposes, enabling the University to monitor the effectiveness of its Policy, Codes of Practice and Guidelines on Equal Opportunities in Employment. Individuals will not be identified by na



