

CANDIDATE BRIEF

Lead Placement Coordinator

Reference: R180449

Salary: Grade 7, £26,243 to
£31,302 per annum

Closing Date: 11:59 BST on
Sunday 28 October 2018

Assessment Date: Thursday 8
November 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 2023 with 35% overseas.

The main responsibilities of this role will be to:

- Market UK and overseas placements to students to stimulate and increase demand
- Lead on development and implementation of support to help students to identify and secure appropriate UK and/or overseas work and study placement opportunities. 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% overseas placements by 2023.
- Lead the design and delivery of comprehensive pre-placement support sessions and activities for the Schools of study including joint honours students on UK and overseas placements.
- Lead on support for students to overcome any challenges or barriers that impact their placement search, application, recruitment and pre-departure preparation stages.

Reporting to the Placement Preparation Manager, you will work closely with and have responsibility for student support and placement administration activities, relating to the Schools of study.

Responsibilities

- Supervise a small team of placement support staff. Providing day to day developmental support in line with University policies. Through leadership, create a climate that not only achieves the objectives, but also fosters team working and collaboration. This will require you to support on the recruitment, induction, training and coaching of new and current team members.
- Working collaboratively with the Placement Coordinators and the Schools of Study, design and implement an integrated, responsive and flexible activity programme that will support and accelerate students into placement-ready status. This may take the form of regular telephone coaching, placement year briefings, employability skills development workshops, coaching students through the application process and giving advice on selection techniques.
- Deliver and provide coaching to the Coordinators in your team to ensure this programme is rolled out consistently. Ensuring services related to placements are efficient, effective and adapt to changing circumstances.
- Ensure high volume of students achieve placement-ready status through efficient use and practice of the Caseload Management process. Train, coach and monitor the Coordinators in your team to ensure Caseload Management approach is delivered in an effective way.
- Working with the Placement Coordinators and Schools of Study, identify and support students who face personal and cultural barriers or challenges to reach placement-readiness status, ensuring awareness, access and relevant support for appropriate placement experiences. Escalate as appropriate to the Placement Preparation Manager.
- 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' International Projects Team, act as a lead for the development of overseas work and study placements support and promotional initiatives.

- Lead on your team's use of communication channels via the web and University CRM systems to maintain regular contact with students before the placement; enabling access to placement information for all, and ensure consistent delivery of excellent customer service.
- Lead your team to maintain the University CRM systems with details of student's placements, including provider information and students' progress. Using this information to provide regular updates to the Careers+Placements Management Team, Schools of Study and other relevant stakeholders.
- With student experience in mind, lead on the continuous improvement of placement support activities, systems and processes. Implement effective changes in collaboration with the Placement Preparation Manager, wider team and the Schools of Study
- Work within and ensure that all 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 Degree level or equivalent.	Application form
Experience	<p>Experience of managing, supervising and/or coaching colleagues; with particular emphasis on motivating to achieve high performance standards</p> <p>Experience of supervising the delivery of excellent customer service through advice and guidance to diverse stakeholders, including supporting customers remotely and face to face</p> <p>Experience of previously planning, prioritising and organising the resources of self and others</p> <p>Experience of Caseload Management</p> <p>Experience of delivering presentations</p>	Application form and Assessment Day
Aptitude and skills	<p>A good understanding of recruitment and selection processes</p> <p>Ability to work both independently and collaboratively</p> <p>Ability to work under pressure to meet deadlines and achieve targets</p> <p>Able to analyse problems and use judgment to identify and provide pragmatic and workable solutions</p> <p>Ability to think creatively with a proactive approach in generating insightful ideas and carrying them forward</p> <p>A flexible and collaborative approachh with the ability to manage unpredictability</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>Ability to influence and negotiate with internal and external stakeholders to help achieve strategic objectives</p> <p>Excellent IT skills: MS Office suite</p>	Application form and Assessment Day

	<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>	
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	Desirable	Method of assessment
Education and qualifications	Further qualification relating to any aspect of the role	Application form
Experience	<p>Similar substantive 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	<p>Exposure to CRM packages, online content management or Virtual Learning Environments (VLE)</p> <p>Fluency in another European language; ideally Spanish, French or German</p>	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



