



IMPACT

Placements Coordinator

Reference: R210490

Salary: £23,487 to £25,627 per annum, Grade 6

Contract Type: Fixed Term for 12 months

Basis: Full Time (36.5 hours per week)

Job description

Job Purpose:

Your contribution to the Aston's vision for the delivery of outstanding graduate outcomes and equipping business and communities with the skills for the future, will be to support the Careers and Placements Team's strategic key performance indicator of 100% compulsory placements.

The main responsibilities of this role will be to;

- 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 students studying single and joint honours degrees to identify and secure appropriate placement opportunities
- Complete outreach activities via phone to students with compulsory placement degrees to offer support
- Deliver pre and during placement support for students

This role will be line managed by the Lead Placement Coordinator. You will work closely with the colleges and have responsibility for student support and placement administration activities. You will also work closely with the Lead Placement Coordinator to support students to overcome any challenges or barriers that impact their placement search and whilst on placement.

Main duties and responsibilities

- Working collaboratively with the wider team and colleges 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 maximising a flexible placement offering to mitigate Covid challenges. 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
- Working collaboratively with Lead Coordinators, 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

- Ensure high volume of students achieve placement-ready status through efficient use and practice of the Caseload Management process, mainly engaging students over the phone
- 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 and 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% compulsory placements
- Working closely with the Careers and 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 phone, web and University CRM systems to maintain contact with students during placement preparation; enabling access to placement information for all and facilitating excellent customer service
- Coordinate activity with all Careers and 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 and Placements Management Team and Schools of Study
- In accordance with the framework set by the Placement Preparation 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 Placement Preparation 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 Placement Preparation 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 interview
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>Caseload management with high volume of student interactions</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</p>	Application form and interview

	Essential	Method of assessment
	<p>understanding of the need to manage these</p> <p>Demonstrates an interest in keeping skills up to date</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 interview
Aptitude and Skills	Exposure to CRM packages or online content management	Application Form and Interview

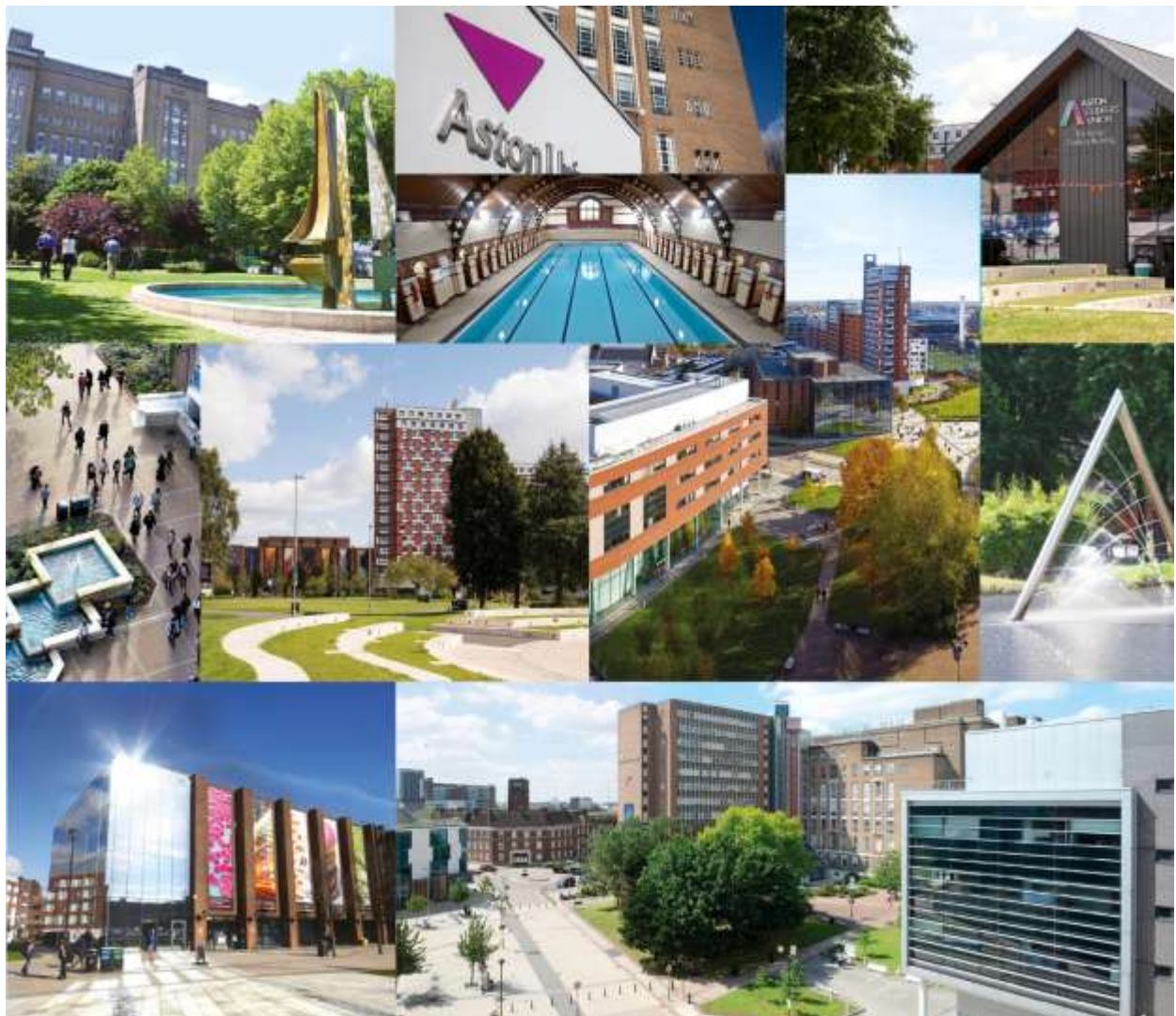
How to apply

You can apply for this role online via our website <https://www2.aston.ac.uk/staff-public/hr/jobs>.

Applications should be submitted by 23:59 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 jobs@aston.ac.uk.



Contact information

Enquiries about the vacancy:

Name: Lucy Holder
Job Title: Placement Preparation Manager
Email: l.holder1@aston.ac.uk

Enquiries about the application process, shortlisting or interviews:

Recruitment Team via jobs@aston.ac.uk or 0121 204 4500.

Additional information

Visit our website <https://www2.aston.ac.uk/staff-public/hr> for full details of our salary scales and benefits Aston University staff enjoy

Salary scales: <https://www2.aston.ac.uk/staff-public/hr/payroll-and-pensions/salary-scales/index>

Benefits: <https://www2.aston.ac.uk/staff-public/hr/Benefits-and-Rewards/index>

Working in Birmingham: <https://www2.aston.ac.uk/birmingham>

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 are applying for is listed as an exception under the act.

Eligibility to work in the UK:

Post-Brexit transition period / EU Settlement Scheme

The post-Brexit transition period ended on 31 December 2020. If you are an EU/EEA citizen and you were a resident in the UK before 31 December 2020, you and your family members (including non-EU citizens) need to apply to the EU Settlement Scheme to continue to live, work and study in the UK beyond 30 June 2021. The deadline for applying to the EU settlement scheme is 30 June 2021. You can apply via the Government webpage <https://www.gov.uk/settled-status-eu-citizens-families>

Irish Nationals do not need to apply for settlement as they retain the right to work in the UK.

New immigration system for EU/EEA and Swiss Nationals who were not resident in the UK before 31 December 2020

A new immigration system has been introduced for people arriving in the UK from EEA countries with effect from 1 January 2021. In addition to those who have always required a visa, EU citizens moving to the UK to work will need to get a visa in advance. You can find more information on the following website. Candidates should check their eligibility to enter or remain in 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. If you do not meet the eligibility criteria, any application for a work visa would be unsuccessful.

If you require a visa to work in the UK the most common types of visa are:

Skilled Worker Visa <https://www.gov.uk/skilled-worker-visa>

Global Talent Visa

If you are a leader or potential leader in one of the following fields you may be eligible to apply for a Global Talent Visa:

- Academia or Research
- Arts and Culture
- Digital Technology

Please click the following link for further information and to check your eligibility for this visa. <https://www.gov.uk/global-talent>

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 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 name.

Data Protection: Your personal data will be processed in compliance with the Data Protection Act 2018 and the General Data Protection Regulation ((EU) 2016/679) ("GDPR"). The University's Data Protection Policy and Privacy Notices, including the Job Applicant Privacy Notice can be found at <https://www2.aston.ac.uk/data-protection>. 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.

Full details of our terms and conditions of service and associated policies and procedures are available online at <https://www2.aston.ac.uk/staff-public/hr/policies>

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**Where change
gets real.**