

Placements Coordinator



OPPORTUNITY

Where change
gets real.



Reference: 0365-25

Grade: 06

Salary: £26,942 to £29179, per annum, depending on experience

Contract Type: Permanent

Basis: Full time

Job description

Job Purpose:

Employability is central to our university mission, and always has been. Our employability offer and performance is an important part of the University value proposition and is a key student recruitment and attraction tool. It is also intrinsically connected to the student experience; our alumni offer an Education Strategy as well as research and knowledge exchange. More widely it is part of the commitment Aston makes via our Aston 2030 strategy to ensure students and graduates are ready for work and life.

Based in the Careers and Placements department, you will work in the Placement Preparation team, working predominantly to support second year undergraduate students identify and prepare for their placement activity.

This role will be line managed by a 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 a Lead Placement Coordinator to support students to overcome any challenges or barriers that impact their placement search and whilst on placement.

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

- ▶ Collaborating with the wider team and colleges, 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.

- ▶ 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 / MS Teams 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 online or 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 Team, create a suite of marketing tools to promote placements amongst students.
- ▶ Encourage flexibility in student placement choice, within the requirements of their degree programme and raising overall placement demand.
- ▶ Working closely with the Careers and Placements Employer Engagement Team, you will ensure student placement preferences are fed back, enabling a balance to be achieved between placement demand and supply, across various types of placements.
- ▶ Use a range of communication channels via the phone, email, MS Teams, 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 colleges.
- ▶ 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 colleges.
- ▶ 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.
- ▶ 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	<ul style="list-style-type: none"> ▶ Educated to A level or equivalent, or experience in a similar level and type of role. 	Application form
Experience	<ul style="list-style-type: none"> ▶ Experience of delivering excellent customer service through advice and guidance to diverse stakeholders, including supporting customers remotely and face to face ▶ Experience of using a range of web-based communication channels to facilitate excellent customer service 	Application form and interview
Aptitude and skills	<ul style="list-style-type: none"> ▶ Basic understanding of recruitment and selection processes ▶ Presentation skills ▶ Ability to work under pressure to meet deadlines and achieve targets ▶ Caseload management with high volume of student interactions ▶ A flexible and collaborative approach with the ability to manage unpredictability ▶ Has the will and ability to work cooperatively with others ▶ Able to convey information in an understandable and engaging manner; both verbally and in writing ▶ Develops strong relationships with a wide range of stakeholders ▶ Excellent IT skills: MS Office suite and Virtual Learning Environments (VLEs) ▶ Awareness of student diversity, expectations of students, and 	Application form and interview

	Essential	Method of assessment
	<p>understanding of the need to manage these</p> <ul style="list-style-type: none"> ▶ Demonstrates an interest in keeping skills up to date 	

	Desirable	Method of assessment
Education and qualifications	<ul style="list-style-type: none"> ▶ Educated to degree level or equivalent ▶ Further qualification relating to any aspect of the role 	Application form
Experience	<ul style="list-style-type: none"> ▶ Experience of being part of a team within further/higher education or similar environment to deliver employability services ▶ Experience of working, living, or familiarity with a different culture 	Application form and interview
Aptitude and Skills	<ul style="list-style-type: none"> ▶ Exposure to CRM packages or online content management 	Application form and interview

University values

All staff are expected to demonstrate/promote the University's values and expectations, which are an integral part of our strategy and underpin the culture of the University. In addition, our leaders are expected to be accountable, help to execute strategic visions of the University and share and set clear expectations that inspire those around them.



Innovation

We strive for excellence within ourselves and others, providing solutions to new and existing challenges.



Collaboration

We work best when we are collaborative, working together to contribute to the Aston community.



Ambition

We strive together for improvement and innovation looking ahead to see the bigger picture.



Inclusion

We treat everyone in our community equally and how they would like to be treated.



Integrity

We are open, honest and fair. We take ownership of the way we work and how we treat each other.

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 23.59pm 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:

Job Title:

Email:

Enquiries about the application process, shortlisting, or interviews:

Recruitment Team via recruitment@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: [Benefits and Rewards | Aston University](#)

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 an exception under the act.

Eligibility to work in the UK: You should ensure that you meet the eligibility requirements, including meeting the [English language standards](#). If you do not meet the eligibility criteria, any application for a work visa would be unsuccessful. Please see UKVI guidance for further information on eligibility, knowledge of English requirements and approved test centres <https://www.gov.uk/tier-2-general>

With the end of free movement for EU/EEA/Swiss nationals from 1 January 2021, the UK's new immigration system applies to all non-UK/Irish nationals who require a visa.

Where an individual is subject to UK immigration control, they will require a visa to work in the UK.

The following individuals do not need a visa for the UK, but do still have to prove their right to work before employment can commence:

- **British Citizens or Irish Nationals**
- **EU/EEA/Swiss nationals with Settled or Pre-settled status under the EU Settlement Scheme**
- **Non-EEA nationals with Indefinite Leave to Remain/Settlement in the UK**

The main routes available for those who need a visa to work in the UK are **Skilled Worker**, **Global Talent** and the **Graduate Route**.

You can find further information about each of these visa routes on our candidate immigration page.

If you will conduct research in your role, you may need to apply for and obtain ATAS clearance before Aston can issue a Certificate of Sponsorship for your visa application. Please see below for further details.

Academic Technology Approval Scheme (ATAS):

If you will conduct research in your role and you apply for a Skilled Worker or Temporary

Worker GAE visa, you may need to apply for and obtain ATAS clearance before Aston can issue a Certificate of Sponsorship for your visa application.

This process can take at least 6 weeks to process, and Aston will consider this when confirming your expected start date. Processing times will increase between April and September and can longer to complete.

There is no fast-track option available. ATAS certificates will be processed in order of receipt.

You can find more information about ATAS on our candidate immigration page.

Before you start and Right to Work

90-day entry vignette

If you have applied for your visa outside of the UK, you will receive a vignette in your passport which is usually valid for 90 days. Please make sure to travel to the UK within the 'valid from' and 'valid to' dates on this visa. If you entered the UK before or after these dates, you would not 'activate' the visa and you would need to leave and re-enter the country.

You will also receive a decision letter confirming details about your immigration permission and where to collect your Biometric Residence Permit.

Cost of Living - Estate and Letting Agents

There are numerous Estate and Letting Agents in and around Birmingham that can help you find suitable accommodation. The Midland Landlord Accreditation Scheme provides a list of professional agencies and landlords who have applied with them for accreditation. Whilst accreditation is not a guarantee of quality, it provides some reassurance about the standard of the service they provide.

You can also use property search websites such as Rightmove or Zoopla.

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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