

# Employer Engagement Officer



**Reference: 0116-26**

**Grade: 07**

**Salary: £31,236 to £36,636, per annum, depending on experience**

**Contract Type: Fixed term (12 Months - Maternity Cover)**

**Basis: Full Time**

## Job description

### Job Purpose:

Employability is central to our university mission. Our employability offers 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 and learning and teaching as well as research and knowledge exchange. More widely it is part of the commitment Aston makes to students and graduates which transforms lives. Your contribution to Aston's mission, exploitable research and employable graduates, will be to support the Careers and Placements Team's strategic aim of maximising positive graduate destination outcomes for all students with a particular focus on Employer Engagement.

Reporting to the Placement Employer Engagement Manager, your activities will contribute directly to the employability of Aston's students and graduates. You will be responsible for generating opportunities for current students and graduates, through offering a consultative approach to businesses, account managing relationships with employers and supporting their recruitment activity for students and graduates. You will work closely in collaboration with internal hiring managers and departments as well as the colleagues across the Careers & Placements Team to achieve a balance between supply and demand.

This Employer Engagement Officer is integral to achieving our high-volume placement outcomes. The post holder will ensure the effective sourcing and advertising of high-quality placement opportunities for second-year students. The role provides vital support such as offering shortlisting and interview arrangement to employers throughout their recruitment processes, helping to secure positive, timely, and well-matched outcomes for students.

The post holder will be the first point of contact for all placement-related concerns or complaints raised by students or employers. By coordinating responses and offering structured conflict-resolution options, you will significantly reduce risk, reputation concerns, support student well-being, and help maintain strong employer relationships. Success in this role will include consistent and proactive liaison with academic staff and professional services colleagues, enabling the smooth handling of the challenges that naturally arise during placements. Your proactive engagement and support are vital to protecting the student experience and maintaining high standards of placement management. The post holder will sustain the ongoing management of communication with hundreds of new placement employers each week, ensuring timely engagement, clear messaging, and strong university-employer relationships.

To deliver the full cycle of placement activity for second-year students, the successful candidate will provide an essential link between the Placement Preparation Team, the Employability Projects Team, the On-Placement Team, Student Engagement Team, Careers Consultants and the Placement Employer Engagement Team.

### Main Duties/Responsibilities

- ▶ Consulting with businesses to explain the structure and operation of the various offers available within Careers and Placements.
- ▶ Proactively source suitable opportunities that are relevant for placement, graduate and post-graduate students with a particular emphasis on sourcing flexible and non-traditional placement opportunities.
- ▶ Account manages relationships with regional and national employers, with a particular emphasis on working with businesses from allocated sectors to drive positive outcomes.
- ▶ Working closely with the Placement Preparation team and the Employability Projects team, you will ensure student work preferences are gathered, enabling a balance to be achieved between placement supply and demand, across different types of placements.

- ▶ Working closely with the On Placement Support Team, you will be the first point of contact for employers who have recruited a placement student that have any concerns or issues and work with relevant colleagues across academic and professional services to efficiently resolve concerns.
- ▶ Along with the Placement Employer Engagement Manager, you will lead on developing a process for engaging and retaining new placement providers and ensuring they have a positive first experience with their placement student and seek to find opportunities to strengthen the relationships where possible.
- ▶ To support placement employer retention, you will regularly communicate with new and existing placement employers, providing latest information from the university and seeking relevant new opportunities.
- ▶ Proactively source and generate new business leads for Careers and Placements through networking, telemarketing, mail outs and other proactive routes. Collaboratively work with other business facing colleagues to identify new ways of engaging with businesses to generate new leads and contacts.
- ▶ Support business facing departments such as the Business Development & Advancement team with requests that deliver university strategic objectives.
- ▶ Maintain and regularly update the CRM systems and other associated databases with details of prospective and existing employers. Using this information, you will provide regular updates and reports to the Placement Employer Engagement Manager and colleagues across the department in various forums.
- ▶ Coordinate and support Careers and Placements event activities including Careers fairs, employer networking opportunities and other placement specific events including sourcing relevant employers for these events.
- ▶ With employer and student experience in mind support positive outcomes through the Talent Bank service, which provides recruitment support such as shortlisting, mock assessment and interview support for external employers.
- ▶ Ensure activities meet with requirements of legislation including Data Protection, Employment and Health and Safety Legislation and engagement activity meeting our in-house due diligence measures.
- ▶ Undertake any other duties as and when required at the request of the Director of Student Employability and other heads of department.

## **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
<b>Education and qualifications</b>	<ul style="list-style-type: none"> <li>▶ Educated to GCSE level or equivalent.</li> </ul>	Application form
<b>Experience</b>	<ul style="list-style-type: none"> <li>▶ Experience of recruitment, B2B relationship management and/or business development.</li> <li>▶ Experience of relationship management and delivering excellent customer service to diverse stakeholders, including supporting customers remotely and face to face.</li> <li>▶ Experience of working to and meeting/exceeding KPIs and/or targets.</li> <li>▶ Exposure to CRM packages, online content management.</li> <li>▶ Experience of relationship management, both developing and maintaining, with a wide range of internal and external stakeholders.</li> </ul>	Application form and interview
<b>Aptitude and skills</b>	<ul style="list-style-type: none"> <li>▶ Ability to work both independently and collaboratively.</li> <li>▶ Ability to deal with multiple priorities, meet deadlines and achieve targets.</li> <li>▶ Able to analyse problems and use judgment to identify and provide pragmatic and workable solutions.</li> <li>▶ A flexible and collaborative approach with the ability to manage unpredictability.</li> <li>▶ Able to identify customer needs and manage expectations,</li> </ul>	Application form and interview

	<b>Essential</b>	<b>Method of assessment</b>
	<p>including objection handling and selling benefits of a service.</p> <ul style="list-style-type: none"> <li>▶ Excellent oral and written communication skills.</li> <li>▶ Excellent IT skills: including MS Office suite.</li> </ul>	

	<b>Desirable</b>	<b>Method of assessment</b>
<b>Experience</b>	<ul style="list-style-type: none"> <li>▶ Experience of being part of a team within further/higher education or similar environment to deliver employability and client support services.</li> </ul>	Application form and interview
<b>Aptitude and Skills</b>	<ul style="list-style-type: none"> <li>▶ Good time and workload management skills.</li> <li>▶ Ability to successfully manage difficult customer/client concerns.</li> </ul>	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.

### Values + Behaviours



#### 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 23.59 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 [recruitment@aston.ac.uk](mailto:recruitment@aston.ac.uk).

## Contact information

### Enquiries about the vacancy:

Name: Augusta Nnajiofor

Job Title: Placement Employer Engagement Manager

Email: [a.nnajiofor@aston.ac.uk](mailto:a.nnajiofor@aston.ac.uk)

### Enquiries about the application process, shortlisting or interviews:

Recruitment Team via [recruitment@aston.ac.uk](mailto: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 applying for is listed an exception under the act.

**Eligibility to work in the UK:** 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**.

Please see UKVI guidance for further information on eligibility, knowledge of English requirements and approved test centres <https://www.gov.uk/skilled-worker-visa> You can also find further information on our candidate immigration [web 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 our candidate immigration [web page](#) for further details.

### Before you start and Right to Work

#### Right to Work Check

All employees must complete a Right to Work check before they commence work at Aston. HR will contact you during the onboarding process to arrange your check.

#### Cost of Living - Estate and Letting Agents

There are numerous Estate and Letting Agents that can help you find suitable accommodation. Useful websites for support and guidance

<https://www.gov.uk/government/publications/how-to-rent/how-to-rent-the-checklist-for-renting-in-england> and <https://www.citizensadvice.org.uk/housing/>  
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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