

## Job Description

<b>Job title</b>	Placement Service Manager
<b>School / department</b>	Placement & Employment Services, Student Services Department
<b>Grade</b>	6
<b>Line manager</b>	Head of Placement and Employment Service
<b>Responsible for (direct reports)</b>	Placement Officer(s), Placement and Employment Coordinator(s) & Temporary staff
<b>Date of creation or review</b>	15/06/2022

### Main purpose of the job

This is a key role within the Student Services Department to lead initiatives to improve communication and proactively work with the Schools/Colleges, Students, employers and central departments to foster engagement and to support the Placement Services to deliver advice and guidance to students and employers on the placement offering and processes.

To work closely with both the Head of Placements and Employment Service and Employer Engagement Manager to develop and deliver the service's Student Employability strategy in line with the UWL Strategic Plan.

To work in partnership with Schools/Colleges within UWL to facilitate and support students into UK and international placements and jobs. Ensure all parties have a clear expectation of what is required of them.

To manage a team to source and process high volume placement opportunities, monitor and track student placement activity and lead the team in relation to the Student Visa Route monitoring of the placement students and ensure the department is meeting the regulations as required by UKVI.

To work with the wider Placement & Employment Services team in organising and sourcing employers for specific school/colleges industry events/fairs.

This appointment requires a flexible approach to working hours as weekend and evening cover may be required.

### Key areas of responsibility

#### Employer Engagement

Leading the team to liaise with businesses to explain the Work Experience/Placement structure and operation across linked academic schools and colleges. To proactively source suitable placement/work experience opportunities for students in line with set KPI targets.

Account manage relationships with existing employers, from local, regional and globally to ensure a regular supply of placement/work experience opportunities for students.

Consulting with new businesses to explain the University structure and requirements for students on placement/work experience programmes, together with any other offering from UWL, including the roles and responsibilities of the student, employer and University.

Leading the team to understand placement/graduate destination data in order to inform and identify areas of action or success, to use the information to develop the Placement/Work Experience offer in conjunction with the Schools/Colleges, in order to continuously improve the employer engagement activity.

Attend meetings of business networking groups, professional groups, social enterprise networks, the recruitment industry and alumni to promote the business benefits of work placements and internships and publicise the University of West London.

Working in conjunction with the Employment Engagement Manager to oversee the organisation and delivery of the Placement and Employment Services calendar of events (e.g. specific industry related fairs, presentations and workshops for employers on campus and virtual).

Maintaining regular contact with employers to comply with university and UKVI regulations regarding the monitoring of international students during their placement, referring any issues to Head of Placement & Employment Services, academic staff and the Compliance team.

### **Student Engagement**

Managing specific placement/work experience enquiries either telephone, email or face to face and ensuring the Placement and Employment Service enquiry desk on both sites is resourced sufficiently to meet the needs of the students.

Working in partnership with Schools/Colleges and Careers Consultants devising and delivering specific placement presentations in the curriculum to ensure students are fully aware of the placement/work experience process required.

Communicating relevant placement/work experience opportunities to students and providing information, advice and support to students on placement/work experience process.

Supporting and guiding students through the placement journey through one to one meetings and group sessions by ensuring the students understand and complete the relevant documentation required to fulfil their placement/work experience.

Monitoring the student whilst on placement and manage any issues/problems that may arise in conjunction with the appropriate academic tutor.

Ensure all placement/work experience forms are completed in a timely manner.

### **Academic School/College**

Ensuring the team work in collaboration and liaison with the Schools/Colleges to establish and develop new links with employers together with labour market trends

Leading the team in collaborating with the Schools/Colleges in the development of new curriculum pre & post validation to ensure the placement/work experience offering is adequate to meet the industry needs.

Establish highly effective collaborative working arrangements with the academic community to ensure the Placement team is kept up to date with specific industry knowledge.

Write, attend and present placement/work experience reports in conjunction with the Employment Engagement Manager for relevant School/College Academic/Quality Boards

### **Line Management**

Line management responsibility of Placement team to include staff development and team performance through the delivery of clear project plans and staff objectives. Undertaking monitoring of progress via regular 1:1 meetings, positive engagement and communication with staff.

Managing and analysing data and in relation to placement activity and creating reports for both internal and external stakeholders. Reviewing the progress and outcomes of all placement and job activity in partnership with academic staff, identifying successes and areas of development required.

Ensuring all administrative processes have been completed prior to students starting their placement/work experience (e.g. Work Experience Tripartite agreement; H&S questionnaire) and recorded on the relevant database/CRM system

Ensure all information and process including promotional materials, social media information and trends for employers & students are kept up to date.

### **General**

Support the wider university events in promoting the Placement and Employment Services at Open Days, Enrolment, Taster days etc.

The post-holder is expected to undertake all personal administration required within the role, and adhere to University Policy and relevant legislation (e.g. H&S compliance, Data Protection Legislation and Confidentiality).

To undertake regular training and continuing professional development in order to keep abreast of changes and developments in the field of Placement and Employment through AGCAS and ASET and to ensure compliance with professional competency frameworks.

In addition to the above areas of responsibility the position maybe required to undertake any other reasonable duties relating to the broad scope of the position.

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Dimensions / background information

## Person Specification

	Criteria	Essential or Desirable <sup>1</sup>	Demonstrated <sup>2</sup>		
			Application	Interview	Test / Exercise
<b>Qualifications and/or membership of prof. bodies</b>	Degree or equivalent experience	Essential	X		
<b>Knowledge and experience</b>	Experience of staff supervision and line management	Essential	X	X	
	Proven ability to lead a small team and co-ordinate activities to ensure effective delivery	Essential		X	
	Excellent influencing, persuading and negotiation skills	Essential	X	X	
	Experience of building relationships and working with employers	Essential	X	X	
	Experience of using and maintaining database systems	Essential	X		
	Experience of working in higher education	Desirable	X		
	Experience of working in a recruitment environment	Desirable	X		
	Knowledge and understanding of employment legislation and employment rights	Desirable	X		
<b>Specific skills to the job</b>	Ability to prioritise and experience of successfully managing multiple projects to deadlines	Essential	X		
	Excellent communication skills (written and oral)	Essential	X	X	X
	Experience of developing open and effective internal and external collaborative relationships	Essential	X	X	
	Ability to work under pressure and to tight deadlines	Essential		X	
	Ability to use IT for presentations, internet communication and database management	Essential		X	X
	Knowledge and understanding of UKVI compliance and work placements schemes	Desirable		X	

<b>General skills</b>	Be pro-active in putting forward new ideas and strategies to improve team performance and deliver			X	
	Excellent problem-solving ability and analytical skills		X	X	
	Ability to prioritise tasks and apply own initiative			X	
	Accurate record keeping and attention to detail and ability to produce statistical data		X		
<b>Other</b>					

**Disclosure and Barring Scheme** Is a DBS Check required: ☐ DBS ☒ This post does not require a DBS check

Before making a selection, please refer to the University's [Disclosure and Barring Checks Guidance for Staff](#) and [Criminal Convictions, Disclosures and Barring Staff Policy and Procedure](#). If a DBS check is required for the role, a **Check Approval Form** will need to be completed.