

## JOB DESCRIPTION

<b>Job Title:</b>	Postgraduate Placement Liaison Officer	<b>Grade:</b>	SG6
<b>Department:</b>	Faculty of Engineering and Science	<b>Date of Job Evaluation:</b>	July 2022
<b>Role reports to:</b>	Head of Business Operations		
<b>Direct Reports</b>	None		
This role profile is non-contractual and provided for guidance. It will be updated and amended from time to time in accordance with the changing needs of the University and the requirements of the job.			

### **PURPOSE OF ROLE:**

- As part of a team, to co-ordinate the faculty's MSc Industrial Practice placements and employability activities
- The development of effective and efficient systems in these areas to ensure their smooth running and meeting compliance requirements.
- To support the Head of Business Operations in development and establishing the faculty's strategies in these areas
- To liaise with students, academics, support staff and other university departments, external companies and agencies in relation to placement and employability initiatives
- Be a key contact with external placement partners, overseeing operational activities related to student employability and the student placement journey.

### **KEY ACCOUNTABILITIES:**

#### **Team Specific:**

- Responsible for overseeing the MSc with IP placements within FES
- Working with the PP's, PL's and ADSS to authorise placements
- To maintain an accurate database of placement and student details
- Overseeing the one-stop shop student base for MSc with IP placements-based queries. Ensure the smooth running and implementation of group/individual guidance to students, through formal presentations, webinar/chat sessions and one-to-one appointments for placement related queries. This includes FES run or PP run sessions.
- Adopt a business-focused approach, embedding real work experience and employer engagement in the curriculum to help deliver improvements in the University's statistics for post-graduate level employment.
- Work in partnership with academic staff to ensure that the performance of all students on work placements is properly monitored and evaluated.
- Work in partnership with other offices in the university to create synergies and align practices.

- Assisting with coordinating events for the FES related to the MSc with IP placements, including recruitment fairs, interview days, presentations from professional bodies and recruiters. Using data to prepare up to date delegate lists, name badges and details on conference attendees.
- Liaising with external clients and internal departments through meetings and dealing with queries through appropriate communication channels.
- Assisting with the management of MSc with IP placements including assisting students with queries.
- To be proactively involved in assisting the other team members' in the office in regards to student queries.
- Provide confidential, sympathetic and helpful advice to students (as appropriate) in regards to the MSc with IP placements. Including referrals to relevant support groups with the university, such as the international office and UKVI team.
- Keeping abreast of current UKVI legislation and provide broad guidance and support to students and partners in line with current legislation.
- To assist with organising the preparation and production of all literature including the Moodle shell, student handbooks, employer handbooks, leaflets, induction booklets and open day materials.
- To build and maintain effective relationships with all FES staff (particularly the School Office, PPs, PL's, RSO and Compliance Team. Monitoring the engagement of students on placement, adhering to the University's attendance and engagement policy
- Maintain a database of business contacts to share with Employer Partnership Managers
- Advise the PAB process when required and accurately record and report students' academic standing and placement eligibility to placement partners and students
- Frequently receive, understand, and convey placement and employability information within workshops and activities e.g., drop in sessions
- Assist with moderation and mark entry for GEEN1169 modules
- Run employability and placement Moodle pages (including module pages) for undergraduate and post graduate students to provide standard information and routine introductions for teaching and learning in relation to placements and employability
- Run various placement related LinkedIn pages and complete marketing campaigns, with the assistance of the marketing team
- Present at events, including open days and international agent conferences
- Coordinate pre, during and post placement interventions including post-mentoring celebration events for PG and UG.

**Generic:**

- Any other administrative work associated with the MSc with IP Placements required by the Line Manager.
- Supporting the faculty with Health and Safety responsibilities
- Work in partnership with other offices in the University to create synergies and align practices

- Ensure that appropriate and effective record management systems are developed and implemented to manage all MSc with IP placement related activities. Ensure that these are reviewed and developed as appropriate to meet the changing nature of the business.
- Provide confidential, sympathetic and helpful advice to students (as appropriate) before, during and after undertaking the placement year. Including referrals to relevant support groups with the university.
- To build and maintain effective relationships with all FES staff (particularly the School Office, Quality Officer and PL's) and central departments within in the University of Greenwich (e.g., Student Records)
- To identify and develop opportunities that will serve the faculty's strategy

**Managing Self:**

- To show initiative and judgement in dealing with outside companies and agencies
- Have good communication and organisational skills
- Can adapt to the demands of a sometimes pressured highly variable role
- Can work accurately under pressure to meet deadlines
- Able to form close, facilitative customer relationships
- Be supportive and encouraging in a team, clarify team requirements and delegate tasks fairly when working with MSc with Industrial Practice Programme Administrator and placement partners.
- Participate in and provide input to networks to build and maintain relationships and facilitate information exchange
- Be proactive in exploring customers needs and respond to internal / external contacts who require information / services
- Plan, prioritise and organise work / resources to achieve objectives

**Core Requirements:**

- Adhere to and promote the University's policies on Equality, Diversity and Inclusion and Information Security;
- Ensure compliance with Health & Safety and Data Protection Legislation;
- Support and promote the university's Sustainability policies, including the Carbon Management Plan, and carry out duties in a resource efficient way, recognising the shared responsibility of minimising the university's negative environmental impacts wherever possible
- Adhere to current legal requirements and best practice relating to digital content and accessibility, including Web Content Accessibility Guidelines when creating digital content.

**Additional Requirements:**

Undertake any other duties as requested by the line manager or appropriate senior manager, commensurate with the grade.

This is a professional, demanding role within a complex organisation with an ambitious strategic plan and agenda for change. The role holder will be expected

to show flexibility in working arrangements, including working hours, to ensure that the Faculty of Engineering & Science delivers the required level of service.

**KEY PERFORMANCE INDICATORS:**

- Number of students currently on MSc Industrial Practice Placements
- Number of students engaged with the team and external placement partners
- Number of students attending MSc IP related events and workshops hosted by either UoG or external placement partners
- Number of students successfully complete placement year
- Student experience and satisfaction, identified by surveys

**KEY RELATIONSHIPS (Internal & External):**

- Central Employability and Careers Service
- External Placement Partners
- UoG Compliance Team
- UoG Attendance Team
- MSc with Industrial Practice Programme Administrator
- Undergraduate and Postgraduate Students
- Faculty Associate Director – Student Success
- Faculty Operating Officer
- Head of Business Operations
- GEEN1169 Module Leader
- Programme Leaders
- Academic Mentors

**PERSON SPECIFICATION**

<b>Essential</b>	<b>Desirable</b>
<p><b>Experience</b></p> <ul style="list-style-type: none"> <li>• Experience in providing admin support in the Education Sector</li> <li>• Experience in adapting to the demands of a pressured, highly variable role and working accurately under pressure to meet deadlines</li> <li>• Expertise in managing and skilfully exploiting relational databases</li> </ul>	<p><b>Experience</b></p> <ul style="list-style-type: none"> <li>• Experience of maintaining records and implementing systems/procedures</li> <li>• Knowledge Of Higher Education curriculum and of workplace learning practices</li> </ul>

- Experience in customer relationships management
- Commitment to equal opportunities and the value of diversity
- Experience working with staff at all levels within an organisation
- Experience of document management systems and maintaining records
- Experience of partnership building, project management and service delivery

**Skills**

- Excellent IT skills in the use of Microsoft Office particularly Outlook, Excel and PowerPoint
- Excellent Administrative skills
- Ability to work on own initiative or as part of a team
- Excellent interpersonal and presentational skills
- Ability to communicate clearly and confidently
- Self motivated with excellent leadership skills
- Good negotiation and conflict resolution skills
- Ability to work under pressure to meet deadlines
- Ability to inspire enthusiasm and motivate others
- Excellent time management skills and the ability to prioritise work
- Have a flexible and positive approach to work
- Proven attention to detail and think creatively

**Qualifications**

- Educated to degree level or equivalent experience related to student-careers and employability.

**Skills**

- Skill in working with varied levels of staff within a complex organisation
- Ability to design databases
- Ability to set up agreements between partner institutions
- Web maintenance skills

**Qualifications**

- Masters Degree or equivalent

**Personal attributes**

- We are looking for people who can help us deliver the [values](#) of the University of Greenwich: Inclusive, Collaborative and Impactful

**Personal attributes**

- N/A