JOB DESCRIPTION

Job Title: Senior Placements and Student Experience Officer

Department / Unit: Academic Services - Careers & Employability

Grade: RHUL 6

Accountable to: Head of Placements and Student Experience

Accountable for: The planning, organisation and delivery of a range of work experience programmes and support of excellent customer service delivery at the Help Desk

Department Background

The Careers & Employability Service is responsible for delivering a wide range of employability services to all students and academic departments of Royal Holloway to improve student satisfaction and graduate destinations. It is a core service provider in the new Library and Student Service Centre. The service delivers over 20,000 employability interventions through an annual programme of on campus employer events, vacancy sourcing and promotion, organisation of work-based learning, targeted careers delivery in all academic departments, the new Careers Centre in the library & Student Services building, and through leadership and co-ordination of the Royal Holloway Passport Award and targeted activities with the SU.

Purpose of the Post

The main purpose of the post is to plan, organise, deliver and improve and improve work-based learning opportunities, especially placement and internship programmes, for Royal Holloway students in accordance with current strategy. The role also involves supporting the Head of Placements and Student Experience in ensuring enquiry desk functions are delivered optimally.

Key Tasks:

- To plan, organise and deliver work experience programmes, such as micro-placements schemes and Third-Year-Out, in collaboration with academic departments, professional services and Careers Consultants.
- To manage work-based learning activities across the team to ensure consistency and efficiency at all times in order to enhance student placement experience.
- To coordinate work experience promotional activities to stakeholders including students, academic departments, employers and alumni, as well as to liaise with College departments such as Marketing and Communications or Alumni Relations to ensure good practice and success stories are marketed, both internally and externally.
- To ensure excellent customer service in the delivery of work-based learning activities across the team with a focus on improving student experience, including resolving any issues arising in the working relationships with students.
- To liaise, network and build strong relationships with employers, academic
departments, alumni and other stakeholders to develop and enhance work experience opportunities.

- To create new relationships with businesses to ensure diverse and meaningful placement and internship experiences for Royal Holloway students.
- To collaborate with Careers Consultants, academic departments and employers to initiate and trial new work experience programmes for students.
- To oversee and monitor placements and internships related budget and collaborate with colleagues to ensure resources are utilised effectively.
- To ensure all placement and internship processes and documentation are in compliance with relevant legislation and college regulations, particularly in the areas of data protection, health & safety, UKVI and National Minimum Wage compliance, and to review their efficiency and effectiveness.
- To oversee and deliver the implementation and development of processes and procedures required by GDPR and legislative developments on work-based learning activities and minimum wage. To brief colleagues on legislative requirements and changes.
- To oversee and develop efficient operational processes for the delivery of work experience programmes, including relevant elements of CSMS.
- To oversee the collection and regular review of statistical data, records and feedback from employers, students, academics and colleagues ensuring information is collected, accurately recorded, analysed and reported on and that the results are used to improve and develop the delivery of work-based learning activities.
- To train new members of staff, including Placements Officers on placement activity, to ensure practices are up to date and effective, and to support colleagues to ensure placement activity meets quality standards of the industry.
- To collaborate with the Student Experience Officers to support excellent customer service delivery at the help desk. This includes support with the implementation and review of help desk procedures and systems, analysis of feedback and statistics on careers enquiries and referral services and support to handle high volume in service delivery as required.
- To support the Head of Placements & Student Experience to ensure coherent and consistent messaging about Careers & Employability's services is delivered to students through all contact channels including face-to-face and online environment.
- To provide support for other teams within the Careers & Employability Service as required, including assisting with welcome week activities, open days and graduation ceremonies.
- To deputise for the Head of Placements & Student Experience in their absence.
- As part of The Careers Group, University of London and the Association of Graduate Careers Advisory Services (AGCAS) to participate in meetings, events, training and cross college projects appropriate to this grade.
- Any other duties as required by the line manager or Head of Department that are commensurate with the grade.

Other duties:
The Careers & Employability Service is a developing function and is expected to evolve in coming months and years. The duties listed are not exhaustive and may be varied from time to time as dictated by the changing needs of the College. The post holder will be expected to undertake any duties commensurate with the role to support optimal functioning of the Careers & Employability Service as requested by his/her manager. The post holder is also expected to work under a shift pattern that is aligned to the Careers & Employability Service’s opening hours and may be required to work at any of the locations at which the business of Royal Holloway is conducted.

**Internal and external relationships:**

The following list is not exhaustive but the post holder will be required to liaise with:
- Careers & Employability team
- Other Royal Holloway staff from academic departments and professional services
- Staff at other colleges within The Careers Group
- Employers
- Royal Holloway alumni