

JOB DESCRIPTION

Job title:	Placement and Year in Industry Administration Officer
Department / Unit:	Academic Services
Grade:	RHUL 5
Accountable to:	Head of Placements & Student Experience
Accountable for:	Not applicable
Purpose of the post	
<p>Royal Holloway provides students with opportunities to gain work experience with external organisations. The College's integrated academic strategy allows all undergraduate students the opportunity to apply for a 'Professional Year'. The Placements and Student Experience Team acts as a single point of ownership and contact for students wanting to undertake such a year.</p> <p>The Placement and Year in Industry Administration Officer will report to and work as part of the Placements and Student Experience Team. However, they will be primarily assigned to the School of Business and Management to support the Year in Industry programmes in the School.</p> <p>The role will be responsible for a variety of tasks and processes to support the delivery of Placement and Year in Industry activities, outlined below. The role holder will demonstrate a commitment to our shared vision and service standards. They will be expected to work closely with colleagues in the Careers & Employability Service and the School as well as those across other academic and professional services areas. They will be able to work with minimal supervision and to know when they need to seek guidance from senior colleagues.</p>	
Key tasks	
<p>Support Placement and Year in Industry administrative processes. The core responsibilities will include:</p> <ol style="list-style-type: none"> 1. Supporting the delivery of the Placement and Year in Industry administrative lifecycle. 2. Supporting and providing training to colleagues who will contribute towards this delivery. 3. Delivering excellent customer service to students and other stakeholders, including alignment with the College's Student First approach. 4. Assisting with the development of procedures and service improvements. 5. Developing effective networks and working relationships with colleagues, sharing good practice and increasing knowledge and understanding across different administrative areas, as required. 	

The Placement and Year in Industry Administration Officer could be tasked with any combination of the following:

Arrangement of student placements opportunities, including:

- Researching suitable companies to host placements of various types using a variety of methods, including working closely with academic staff and their professional contacts.
- Making contact with employers to promote the concept of hosting a Royal Holloway placement student.
- Maintaining a database of organisations approached, potential hosts and those who have taken on a placement student.
- Maintaining working relationships with existing host organisations in order to continue their relationship with the College.
- Following up with relevant academic staff on any opportunities for further engagement with providers.
- Documenting placement procedures.
- Issuing and organising paperwork, including letters of agreement, student assessments and risk assessments, where appropriate.
- Ensuring health and safety / risk assessments are conducted, for both the College and providers.
- Collecting and maintaining statistical data regarding placements.

Administration of student placements, including:

- Maintaining accurate and updated placement records, spreadsheets and databases.
- Promoting the various placement schemes to students, including supporting events promoting the scheme.
- Matching student placement request profiles with appropriate placement opportunities from the database, including the potential to review and shortlist applicant documentation and form part of an interview panel.
- Initiating contact between students and potential placement providers.
- Organising placement induction days and preparation/call back days.
- Preparing, updating and maintaining placement handbooks.
- Maintaining communications to students, including the website, Virtual Learning Environment and social media.
- Liaising with students, employers, academic and support staff to ensure the smooth running of the placements.
- Liaising with academic placement supervisors.
- Organising and monitoring visits to placed students and undertaking visits on behalf of the school where appropriate.
- Providing updates and reports with regards to the status of placements.
- Collecting feedback received from providers, academic supervisors and students.
- Looking out for students who may require additional support; encouraging them to seek assistance from relevant College services and alerting those services as necessary.

Other duties and expectations

The duties listed above may be varied from time to time as dictated by the changing needs of the College. The post holder will also be expected to undertake additional duties as appropriate and as requested by their manager.

The post holder may be required to work at any of the locations at which the business of Royal Holloway is conducted.

Internal and external relationships

The post holder will be required to work closely with external employers and all colleagues within Careers & Employability.

The following list is not exhaustive, but the post holder will also be required to liaise with colleagues in other areas, such as:

- Academic Schools
- Academic Services teams
- Human Resources
- IT Services
- Finance
- Commercial Services and Estates
- Other central services