

Placements Support Assistant – Academic Registry – Grade D

Job Description

Purpose

To deliver a range of professional services to support the core functions and processes in relation to the student record and placement activity.

Duties

1. To work in liaison with Academic Registry staff and other professional services to ensure core functions and processes that support the student and course journey are effectively delivered.
2. To accurately input, record, retrieve and maintain student placement using established electronic systems and to set up new systems as required to meet academic, regulatory, and statutory requirements.
3. Monitor and maintain accurate records of student placement attendance and pre & post placement activity, undertaking follow-up action as required in accordance with university policy and procedures, academic, statutory, regulatory and professional requirements.
4. To provide effective, high-quality customer service via multiple channels of communication for students, academic staff, other professional services staff and external stakeholders.
5. To arrange and service meetings including the preparation of agendas, minuting of meetings, distributing action sheets, maintaining up-to-date records and undertaking any appropriate follow-up action as required.
6. To comply with legislation and regulations on GDPR, freedom of information and intellectual rights and maintain standards of security and confidentiality.
7. To provide support to staff, students and apprentices through the induction and preparation for placement process and throughout the academic year and to support, where required university-wide events such as Open/Applicant Days, Graduation, Welcome/Induction and Registration.
8. Any other duties relevant to the role and commensurate to the level of the post as agreed by the Senior Manager – Placements and Head of Placement Learning.

Person Specification

Knowledge, Skills, and Behaviours (Essential)

- Demonstrable experience of current administrative practices in a busy office environment (Application/Interview).
- A range of GCSEs, including English Language and Maths at Grade C/4 or above, or equivalent experiential learning (Application).
- Demonstrable evidence of proficiency in the use of IT and Microsoft packages (Application/Interview).
- Ability to work under pressure, prioritise work and meet deadlines whilst maintaining accuracy and attention to detail (Application/Interview).
- Ability to research, organise, analyse and present information both verbally and in the form of reports (Application/Interview).
- Demonstrable evidence of effective cross-functional team working and being adaptable to changing circumstances (Application/Interview).
- An awareness of confidentiality, GDPR and matters of IT security (Application/Interview).
- Ability to problem solve, contribute ideas and solutions, and demonstrate initiative and flexibility (Application/Interview).
- Experience of organising, updating and maintaining accurate computerised records and files (Application/Interview).
- An understanding of and demonstrable commitment to the University's Values of Achieving Together, Being Proud, Creating Opportunity and Supporting All, as a framework for decisions, actions and behaviours (Application/Interview).

Knowledge, Skills, and Behaviours (Desirable)

- Experience of working in an education environment (Application/Interview).
- Evidence of proactiveness in the review of working practices (Application/Interview).
- Experience of complying with regulations, policies and procedures (Application/Interview).
- Level 3 qualifications (e.g. A-levels, BTECs, T-levels) (Application).
- Ability to produce accurate, timely minutes (Application/Interview).