

## **Job Description**

<b>Position:</b>	Placement and Bursary Administrator
<b>School/Service:</b>	Academic Support Service
<b>Reference:</b>	ASS-066/P
<b>Grade:</b>	Grade 5
<b>Status:</b>	Permanent
<b>Hours:</b>	Full-time

### **Main Function of the Position:**

- Based in Academic Administration and reporting to the Administration Manager the role will be responsible for contributing to developing and implementing systems and processes to support placement and training bursary allocation and administration.
- Contribute to the initial set up and development of the In Place database.
- Contribute to the development of relevant systems and processes to ensure an effective placements and bursary service to staff and students.
- To provide information, advice and guidance to University colleagues on placement and bursary arrangements for students.
- To accurately complete all administrative functions in a confidential and efficient manner including: updating electronic and paper records, keeping accurate data on students, trust placements and bursary allocations from entry to exit and take appropriate follow up action and tracking and monitoring student progress and achievement.

### **Principal Duties and Responsibilities:**

1. To contribute to the development and improvement of systems and processes to ensure that operational performance relating to placement and bursary administration is maintained to the highest standard.
2. Provide a high quality service to internal and external customers and stakeholders, including advice and explanation regarding placement and bursary allocation.
3. Operate and maintain the In Place system ensuring that this meets all internal and regulatory requirements including allocation of placements according to programme requirements, using relevant IT systems and software as required.
4. Operate and maintain systems for allocating and administering bursaries ensuring that this meets all internal and regulatory requirements using relevant IT systems and software as required.
5. Produce and disseminate placement allocations to individual placement areas including where applicable, the distribution of student uniforms.

6. Act as a first point of contact for student queries relating to placement activity or bursary payments, referring to specialist areas where required.
7. Contribute to the development of the project capability of the University and Service as a whole.
8. Ensure compliance with statutory and corporate policies and procedures
9. Promote equality and diversity for students and staff and sustain an inclusive and supportive study and work environment in accordance with University policy;
10. Bring to the attention of managers any matters relating to the health and safety of staff, students and visitors
11. To liaise with academic and professional support staff as required, to offer relevant advice, practical arrangements and guidance in relation to individual placement support needs.
12. Liaise with colleagues at partner organisations/colleges/trusts to ensure support is put in place for students studying off campus
13. Work with external agencies e.g. Student Finance England, assessors, suppliers and organisations on appropriate support and facilities for individual students.
14. Operate and maintain in conjunction with colleagues appropriate, timely and accurate record systems.
15. To use a solution focussed approach when dealing with difficult situations and complex cases, working closely with colleagues.
16. Preserve the confidential nature of the service provided to individuals while responding appropriately to the University's duty of care to others.
17. Assess customer satisfaction and make recommendations for service improvements.
18. Ensure a safe working environment and abide by University health and safety policies and practices and to observe the University's Equal Opportunities policy and Dignity at Work policy at all times

**Note:**

This is a description of the position requirements as it is presently constituted. It is the University's practice to periodically review job descriptions to ensure that they accurately reflect the position requirements to be performed and if necessary update to incorporate changes were appropriate. The review process will be conducted by the relevant manager in consultation with the post holder.

Please note that this appointment may be subject to Disclosure and Barring Clearance.

Please note there may be a requirement to travel and attend events external to the University in support of Faculty/Service/University business requirements.

## Person Specification

<b>Position:</b> Placement & Systems Administrator		<b>Reference:</b> ASS-066/P	
<b>School/Service:</b> Academic Support Services (Faculty of Health & Wellbeing)		<b>Priority</b>	
<b>Criteria</b>		<b>(1/2)</b>	<b>Method of Assessment</b>
<b>1 Qualifications</b>			
1 a)	GCSE in English and Mathematics, grade C or above (or equivalent), or equivalent standard of education	1	Application Form/ Documentation
1 b)	Relevant IT/Administrative qualification or relevant equivalent experience	1	Application Form/ Documentation
1 c)	Educated to Degree (or equivalent) in an appropriate subject, or equivalent standard of education/experience	1	Application Form/ Documentation
<b>2 Skills / Knowledge</b>			
2 a)	Excellent level of accuracy and attention to detail with an ability to work to very tight timeframes	1	Application Form/Interview
2 b)	Knowledge and experience of databases and spreadsheets and their application in managing high volume customers	1	Application Form/Interview/ Presentation
2 c)	Strong interpersonal and relationship building and networking skills	1	Application Form/Interview/ Presentation
2 d)	Excellent time management and caseload management skills and experience of prioritising competing demands with minimum support	1	Application Form/Interview
2 e)	Excellent verbal and written communication skills e.g. the ability to communicate effectively and explain standard service procedures to students, staff at all levels and external colleagues.	1	Application Form/Interview
2 f)	Effective administration skills e.g. organised record keeping, retrieving, analysing and presenting data	1	Application Form/Interview
<b>3 Experience</b>			
3 a)	Experience of managing large amounts of data across multiple information's systems and platforms	1	Application Form/Interview/ Presentation
3 b)	Proven track record of maintaining a helpful and cooperative manner when dealing with difficult situations and working under pressure	1	Application Form/Interview
3 c)	Credible record of establishing effective working relationships with a wide range of people in a challenging environment	1	Application Form/Interview
3 d)	Experience of working within a HE or NHS setting or working within similar customer facing services	1	Application Form/Interview
<b>4 Personal Qualities</b>			
4 a)	Awareness of the requirements associated with operating within a customer service environment	1	Interview
4 b)	Commitment to continuous improvement and creative ways of working	1	Interview
4 c)	Sensitive to individual and cultural differences	1	Interview

4 d)	Ability to use initiative to address problems for students and staff.	1	Interview
4 e)	Work independently without close supervision.	1	Interview
4 f)	Awareness and adherence to issues of confidentiality	1	Interview
<b>5</b>	<b>Other</b>		
5 a)	Willing to undertake staff development, which may take place outside the University	1	Interview
5 b)	Awareness of the principles of the General Data Protection Regulation, Health and Safety, Freedom of Information Act, Prevent, UKVI, and Bribery Act	1	Interview
5 c)	Commitment to the University's policy on equal opportunities and diversity	1	Interview
5 d)	Current clean driving licence and car owner or able to travel independently to partner organisations, institutions trusts as required	1	Interview
5 e)	Available to work flexibly and remotely	1	Interview

Note:

1. **Priority 1** indicates **essential** criterion – an applicant would be unsuccessful if unable to satisfy all Priority 1 criterion.
2. **Priority 2** indicates **desirable** criterion – applicants failing to satisfy a number of these are unlikely to be successful.
3. It is the responsibility of the employee to ensure any professional accreditation / membership remains current
4. Employees are expected to have access to suitable IT equipment and broadband internet access at home to work remotely if required