

OUR REWARD PRACTICES/ JOB DESCRIPTION:

Education and Placements Officer

Generic role title:	Education and Placements Officer
Job family:	Administration, Professional & Managerial
Reference number:	SS-153-19 -R
Grade:	Grade 5
Salary Scale:	£23,067 - £25,941
Contract:	Fixed term for 12 months Full time
School/Department:	Kent Business School
Location:	University of Kent, Canterbury campus
Line manager:	Accreditations and Facilities Manager
Immediate line reports:	N/A
Anticipated start date:	ASAP

Job purpose

The Education and Placements Officer will be a key member of the School's professional service team undertaking a range of student-focused and back office administrative duties for the Kent Business School (KBS).

The principal aim of this role is to provide support in the area of student placements, Quality Assurance and Accreditations; ensuring the efficient and effective administration within these areas of strategic importance. The role-holder will work alongside other professional services teams including Student Office, Student Support, Student Success and Placements and Employability covering a wide range of administrative duties, in the support of learning and teaching priorities within the School.

The role-holder will work as part of a team within Accreditations and Quality Assurance whilst providing extensive support to the Employability and Placement team. The role will be required to work alongside academic colleagues including programme directors and the Associate Deans for Education and Director of Graduate Studies and Head of Employability and Placements, and the wider Faculty/Central University including Central Student Administration Office (CSAO) and Faculty Support Office (FSO), ensuring the School provides an excellent student experience.



Key accountabilities

This section details the main accountabilities (or responsibilities) of the job, together with a selection of indicative duties. Other duties, commensurate with the grading of the post, may also be assigned from time to time.

		Frequency
1.	Provide administrative support to the KBS employability and placements function for the undergraduate and postgraduate programmes, to ensure these operate effectively and efficiently.	Daily
Example duties:		
1.1	Manage, set up, maintain and update electronic records of placement students and companies engaged on the Year in Industry programme, ensuring that these are accurate.	
1.2	Work with the employability and placements manager, employers and central University departments to ensure that all necessary paperwork relating to placements is complete and up-to-date and meets University Quality Assurance requirements. This will also include obtaining signed contract of employment, health & safety checklist and completion of graduate attributes.	
1.3	Conduct a three-month pastoral conference call with students on placement and their managers to ensure the placement is running as expected and all administrative requirements have been completed and returned to KBS. All calls should be logged and any concerns raised with the Employability and Placements manager.	
1.4	Manage and organise academic placement visits and meetings (which could be face-to-face or on Skype) whilst ensuring that the necessary financial approvals are received in line with KBS financial policy and procedures.	
2.	Provide administrative support in the organisation of meetings, events and committees within the school, ensuring they run efficiently and that any outcomes/decisions are actioned.	Frequency
		Daily
Example duties:		
2.1	Work closely with the employability and placements manager to support the planning, running and evaluation of Employability and Placement events within the School to ensure all events are well organised and meet the expectations of all stakeholders.	
2.2	Support the preparation and running of internal accreditation meetings and external accrediting body peer review visits including collating and recording required documentation, booking rooms and catering, noting and following up on actions by liaising with internal KBS staff and external accrediting body representatives.	
2.3	Manage an annual schedule for all placement events and accreditation meetings using SharePoint and Outlook. Liaise with internal colleagues and external accrediting body representatives ensuring relevant documentation is made available and/or distributed to the key stakeholders, in a timely fashion.	

2.4 Liaise with external accrediting bodies prior to peer review team visits to ensure that all accommodation, transport, meeting arrangements and documentation is organised effectively. Act as the lead point of contact for such meetings and visits and respond to any requests from the peer review team.		
3.	Provide administrative support for quality assurance processes for KBS to ensure information is accurately maintained and actioned in line with School and University requirements.	Frequency
		Weekly
Example duties:		
3.1 Ensure any new and revised programme and module specifications are accurately completed, updated where necessary, recorded and submitted for School and University approval in a timely fashion.		
3.2 Liaise with KBS programme directors and central university to ensure any actions required for the successful approval of programme and module changes are disseminated, actioned and monitored in order to meet University deadlines.		
3.3 Ensure all current KBS programme and module information is up-to-date and accurate for all staff and student facing portals by analysing the information provided and updating where necessary including liaising with the marketing and student office team and central university where required.		
3.4 Take responsibility for the programme and School annual monitoring process including informing relevant academic leads within the School, disseminating and collating documentation, analysing areas of good practice and areas for improvement for communication to staff and ensuring that University deadlines are met.		
4.	Provide administrative support to the Accreditations & Facilities Manager in maintaining and updating information on SharePoint or on a shared network drive to support the acquisition and maintenance of School accreditation and respond to queries from stakeholders including students, staff and external contacts.	Frequency
		Monthly
Example duties:		
4.1 Take responsibility for storing and monitoring current School and University policies and procedures required for accreditation purposes in support of current and future accreditation requirements.		
4.2 Liaise and communicate with relevant KBS staff and central university teams to ensure all information required for accreditation is current and updated where necessary in conjunction with the relevant stakeholders.		
4.3 Act as an initial point of contact for student, staff and external enquires regarding accreditation and quality assurance requirements by providing guidance and support on quality assurance matters and be able to respond where applicable in a timely fashion.		

4.4 Assist the Data and Evaluation Officer (Accreditations and Quality Assurance) in registering students, maintaining accurate records and uploading student work to meet the Chartered Management Institute (CMI) deadlines and requirements to support the accreditation process.		
5.	Provide a range of administrative tasks to ensure the smooth running of the School including effective liaison with internal and external stakeholders	<i>Frequency</i>
		Daily
Example duties:		
5.1 Under the direction of the Accreditations & Facilities Manager update and capture current and future teaching allocation and liaise with the KBS Timetabling team to ensure this is reflected on students' timetables and take responsibility for communicating changes to teaching staff as appropriate.		
5.2 Responsible for updating and monitoring the online work allocation system (WebWAM) and producing accurate reports to key stakeholders to include analysis of the data to ensure fairness and transparency of KBS work allocation.		
5.3 Responsible for the issuing and monitoring of hourly paid contracts for PhD students and hourly paid staff and ensuring that all documentation is compliant with University policy and procedures and maintaining an ongoing and accurate record of proposed expenditure.		
5.4 Work with the Data and Evaluation Officer (Accreditations and Quality Assurance) in completing the HESES load exercise to meet University deadlines.		

Internal & external relationships

This section indicates with whom the job holder comes into contact and liaises/ communicates with on a regular basis, and for what purpose.

Internal: The post holder will work with professional services staff across the Business School and in Central support functions such as Student Administration, timetabling office and human resources, as well as with academics, including the Dean and Programme Directors/Directors of Studies. The post holder may be required to work with other members of university staff to support campus

External: The post holder will work closely with the Chatham Historic Dockyard Trust and may be required to work with external agencies in the delivery of activities and events such as outreach. The post holder will work closely with external accrediting bodies including AACSB, EQUIS, AMBA and CMI.

Health, safety & wellbeing considerations

This job involves undertaking duties which include the following health, safety and wellbeing considerations:

- Regular use of Screen Display Equipment

Person specification

The person specification details the necessary skills, qualifications, experience or other attributes needed to carry out the job. Applications will be measured against the criteria published below.

Selection panels will be looking for clear evidence and examples in an application, or cover letter (where applicable), which back-up any assertions made in relation to each criterion.

Qualifications / training	Essential	Desirable	Assessed via*
Educated to A level standard or equivalent plus GCSE in English and Maths or equivalent	✓		A
IT qualification such as ECDL or equivalent experience	✓		A, T

Knowledge, skills and experience	Essential	Desirable	Assessed via*
Previous experience in an administrative role	✓		A
Good IT skills, particularly Microsoft Office packages	✓		T
Excellent oral and written communication skills	✓		I
Good attention to detail/accuracy	✓		A,T
Experience of providing customer service	✓		I
Highly organised with the ability to prioritise conflicting deadlines whilst maintaining accuracy at all times	✓		A,I
Experience of taking minutes		✓	A,I
Experience of using and/or maintaining data base	✓		A,T,I
Experience of evaluating data and producing reports		✓	A,T
Experience of working in a confidential environment		✓	I

Additional attributes	Essential	Desirable	Assessed via*
Commitment to undertake further training or personal development as required	✓		I
Flexibility and the ability to respond positively to changing priorities in a challenging environment	✓		I
A knowledge and understanding of Higher Education		✓	I

*Criterion to be assessed via:

A = application form or CV/cover letter

I = interview questions

T = test or presentation at interview