

NOTE This job description does not form part of the employee's contract of employment but is provided for guidance. The precise duties and responsibilities of any job may be expected to change over time. Job Holders should be consulted over any proposed changes to this job description before implementation.

JOB TITLE: Work Experience and Placements Manager

REPORTS TO: Work Experience and Recruiter Engagement (WERE) Manager

GRADE: NG6

PURPOSE: To effectively carry out the day to day leadership and management of the Work Placement teams, delivering operational implementation of work-based learning in line with University plans, objectives, best practice and relevant statutory and legislative requirements.

PRINCIPAL ACCOUNTABILITIES

1. Leadership of a team of Work Experience and Placement Officers, , including responsibility for training and development of colleagues, objective setting and monitoring, team operations, workloads, rotas and allocation of staffing and non-staffing resources and project responsibilities.
2. Supporting Work Placement Teams in responding to urgent and complex issues/complaints with relation to WBL and placement activity, including student welfare concerns on placement.
3. Overview of the work based and placement learning support across the University's Colleges, ensuring consistency across the Colleges whilst making adaptations according to subject area, industry and need, and overseeing the day-to-day activity of the Work Placement Teams.
4. Attend New Course Delivery meetings for the Colleges to enable timely identification of potential resources required to support Colleges in Work Based Learning delivery in any new courses.
5. Act as a key point of contact for related University services, including Disability Learning Support, Student Advice, Safety, Health and Wellbeing and our Insurance team., ensuring up to date information is disseminated to the Work Experience and Placement Teams.
6. Working with WBPL Project Team and academic colleagues to support the practical implementation of the Work Based Learning (WBL) project, overseeing processes and focusing on effective, scalable and timely delivery to students. Liaising with specialist external suppliers of virtual internship and other Work Based and Placement Learning (WBPL) provision, and exploring innovative approaches to 1:many WBPL provision.
7. Coordinating and collating visa audit returns and maintaining an understanding of placement visa reporting and monitoring processes and challenges across Colleges.
8. Ensuring the quality and consistency of sessions to courses / modules (e.g. employability inductions or module workshops) that prepare, debrief, and provide advice to students on the support available to them in seeking WBL and placement opportunities in their subject area, sharing expertise with team

9. Monitor, review and analyse WBPL data to inform activity planning and resource allocation across Placement Teams, in line with CES and wider University objectives. Ensure Student Record System (SRS) WBPL data is uploaded by Work Placement Teams in a timely fashion, producing reports on WBPL activities and contributing to WERE Team reports.
10. Identifying innovative ways to promote WBPL work across Colleges and raise the profile of the team and its successes.
11. Undertake any other such duties within the competence of the post holder as may be assigned by the line manager or Careers and Employability Service Manager.

CONTEXT

This post manages the Work Placement Teams, as part of the Work Experience and Recruiter Engagement (WERE) Team. The Work Experience and the Recruiter Engagement Team are a part of the Careers and Employability Service. The team provides support for colleagues, students and recruiters alike, for all work-based learning and recruiter engagement opportunities. The main purpose of the team is to enhance students' employability through developing opportunities for students to gain a deeper understanding of the workplace and specific roles, utilise their skills and knowledge in a work environment, develop key employability skills and secure work based learning and graduate opportunities.

Employability is one of the 4 objectives in the Being Westminster: 2022 -2029 Strategy. In order to work towards this objective, the university has committed to offer a work based or placement learning opportunity to all undergraduate students as part of our Employability Strategy Framework. The university has chosen to adopt a broad definition of work based and placement learning, by including UK and International experience and opportunities delivered both on campus and in the workplace, to ensure the university can work collaboratively to meet the needs of our diverse student population and employer partners. This is being delivered via a 4-year programme and a dedicated project team to provide:

1. Access for 100% of full-time undergraduates to
 - a. Mandatory short-term work based and placement learning options at level 4/5.
 - b. An optional year-long work placement or study abroad module at level 5
2. The creation of an institutional work-based learning and placements offer that reflects the needs of students and industry while minimizing barriers for underrepresented students.
3. Evaluation of the impact of these opportunities aligned with the University's Access and Participation Plan.

The job will be based at the Marylebone site, but all University appointments are made on the understanding that colleagues may serve at any of the service points should the need arise.

The Careers and Employability Service, based in Student and Academic Services, is organised into 3 teams - Careers Advisory Services, Work Experience and Recruiter Engagement, and Student Engagement and Information.

Student and Academic Services (SAS) provides professional, efficient, effective and consistent researcher and student-focused support and services across the University's main sites in the West End and at Harrow. It leads on professional support for a wide range of research, learning and wellbeing interventions that enhance the experience of students, colleagues and alumni throughout their relationship with the University.

SAS is a large and complex Directorate, organised into six clusters:

- Business Operations

- Employability and Graduate Success
- Learning Innovation and Digital Engagement
- Library and Archive Services
- Research and Knowledge Exchange Office
- Student Support and Residential Life

The University requires all post holders to have an understanding of individual health and safety responsibilities and an awareness of the risks in the work environment, together with their potential impact on both individual work and that of others

DIMENSIONS

The post holder will line manage 3 Work Experience and Placement Officers who in turn line manage the coordinators and administrators.

PERSON SPECIFICATION

	Essential criteria	Desirable Criteria
Qualifications	<ul style="list-style-type: none"> • Educated to degree level or equivalent relevant experience. 	<ul style="list-style-type: none"> • Information, Advice and Guidance qualification • Management qualification
Training and Experience	<ul style="list-style-type: none"> • Substantial experience in a similar role within an academic institution or relevant business environment • Experience of successfully leading and managing a team • Good knowledge and experience of relevant quality standards and UKVI regulations as well as experience of conducting due diligence for organisations, including health and safety, insurance checks and risk assessments. • Thorough knowledge of employability and good practice in relation to Work Based and Placement learning in Higher Education. • Report writing and presentation skills (to analyse data and present in accurate format using Excel and Powerpoint). • Experience of communicating and promoting ideas and achievements both via online and offline communication tools. • Experience of working in a complex setting which requires dealing with and managing a range of internal and external stakeholders. • Experience of delivering customer care/service which is of high standard. • Experience analysing and presenting data effectively to a range of audiences. • Experience of ICT systems, in particular Microsoft Office tools, online communications and collaboration tools such as Microsoft Teams, and e-Signature applications. 	<ul style="list-style-type: none"> • Experience of line managing managers • Experience of training and development with groups • Proven experience advising students or a similar group of individuals.

Aptitude and abilities	<ul style="list-style-type: none"> • The ability to motivate, develop and support a team. • Excellent interpersonal, networking and verbal communication skills, with the ability to establish relationships with internal and external stakeholders. • Excellent organisational skills, methodical approach and attention to detail • Outstanding oral and written communications • Ability to work well under pressure and to successfully manage several projects simultaneously, to deadline. • Excellent facilitation, negotiation skills and consensus building skills. • Ability to manage innovation and change. • Ability to monitor high volume of communications/information and act on issues as necessary. • Strong problem-solving and analytical skills. • Ability to make firm and well-considered decisions about ideas and courses of action within realistic timescales. 	<ul style="list-style-type: none"> • Effective presentation and group training abilities
Personal attributes	<ul style="list-style-type: none"> • A proven record of working cooperatively and flexibly as part of a team • Flexibility to adapt to an ever-changing environment. • Efficient and committed approach • Proactive mindset • High standards of integrity, honesty and professionalism 	

Other	<ul style="list-style-type: none"> Fully committed to creating a stimulating learning and working environment which is supportive and fair, based on mutual respect and trust, and in which harassment and discrimination are neither tolerated nor acceptable. 	
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