



Job title	Placements Officer	Job family and level	Administrative, Professional and Managerial Level 2
School/ Department	Nottingham University Business School	Location	Jubilee Campus

Purpose of role

As Placements Officer, you will be responsible for providing operational and administrative support to the Placement Year Programme within Nottingham University Business School (NUBS), with the aim of providing excellent student experience and robust Placement Year processes and procedures. The role holder will support other Education and Student Experience (ESE) functions in the School as required to support the strategic aims of the Business School. The role will work closely with the Placement Year Manager, alongside various colleagues in Careers and Employability Service (CES), the Faculty of Social Sciences (FoSS) and external stakeholders.

You will largely work within established procedures with minimum day-to-day supervision and will organise your own work to meet clear objectives. You will need to be able to learn quickly and develop a thorough understanding of relevant systems and processes and provide guidance and support to students and academic colleagues. You will be flexible and proactive and use your initiative to respond to changing priorities and be able to work effectively as part of a team, building and maintaining relationships with academics and professional services colleagues across the Faculty and in Central Departments to deliver innovative, high quality and compliant services.

	Main responsibilities (Primary accountabilities and responsibilities expected to fulfil the role)	% time per year
1	<p>Operational Delivery</p> <p>Working under the supervision of the Placement Year Manager:</p> <ul style="list-style-type: none"> ▪ Support the smooth and efficient delivery of Placement Year activities ▪ Delivery of effective, efficient and compliant operational and administrative support ensuring an exceptional student and stakeholder experience and high level of service. ▪ Support the monitoring and tracking of students both pre and during their Placement Year, including attendance records, student visits, and assessment dates. ▪ Ensure that all University of Nottingham Health and Safety policies and procedures are adhered to, by both external partner organisations and students. ▪ Support and promote the programme in the form of blogs, video, case studies, awards newsletters, and various social media platforms. This also includes promoting work experience opportunities to students ▪ Support the management of the student mailbox and respond to queries in a timely manner, escalating as appropriate. ▪ Contribute to the development, review and continuous improvement of relevant procedures, plans, policies, processes and working practices. ▪ Provide support, advice and guidance on a broad range of operational functions and respond to enquiries from external stakeholders, academic staff, students and colleagues. 	85%

	<ul style="list-style-type: none"> ▪ Work flexibly across the wider Professional Services to support colleagues and the delivery of tasks and priorities, ensuring peak periods are accommodated, and services are able to flex with changing demand. ▪ Provide general operational support including supporting committees, raising purchase orders, maintaining mailing lists and records, dealing with enquiries, room and catering bookings, and updating School websites, social media, and SharePoint sites etc. ▪ Contribute to the delivery of local projects and initiatives. 	
2	<p>People, Engagement and Continuous Improvements</p> <ul style="list-style-type: none"> ▪ Cooperate with and provide support to colleagues and adopt a flexible approach in order to enable the effective delivery of operational activity. ▪ Build and maintain relationships and work collaboratively with academic staff and colleagues across the Business School, Careers, Faculty and in Central Professional Services in order to provide seamless operational support. ▪ Work with colleagues across Nottingham University Business School, Careers Employability Service, Faculty and Central Professional Services, to contribute to the continuous improvement of operational systems and processes. ▪ Engage in the Faculty's Professional Services Networks and communities of practice. 	15%
3	<ul style="list-style-type: none"> ▪ Any other duties appropriate to the role. 	

Person specification

	Essential	Desirable
Skills	<ul style="list-style-type: none"> ▪ Competent in routine processes and systems to support activities ▪ Good communication and interpersonal skills with both staff and students ▪ Teamwork and building collaborative relationships. ▪ Time-management and organisational skills ▪ Flexible approach ▪ Proactive and self-motivated with the ability to use own initiative ▪ Empathy and able to show awareness, understanding and sensitivity to others ▪ Accurate, reliable and willing to adapt and learn new skills and procedures. ▪ High level of IT skills and digital competency, including MS Office (use of Word, Excel, PowerPoint, SharePoint and Teams etc.) 	<ul style="list-style-type: none"> ▪ Ability to use Power Platforms e.g., PowerBI, PowerApps, PowerAutomate etc.
Knowledge and experience	<ul style="list-style-type: none"> ▪ Experience of responding independently and dealing with unforeseen problems and circumstances ▪ Experience of delivering several tasks simultaneously often with conflicting deadlines ▪ Attention to detail ▪ Experience of contributing to successful tasks and projects. ▪ Experience of working with and following existing systems, procedures, and processes. ▪ Experience of communicating effectively and working collaboratively. ▪ Experience of working with minimum day to day supervision, managing and prioritising own workload. 	<ul style="list-style-type: none"> ▪ Experience of working in a busy office environment ideally within the Higher Education sector ▪ Understanding and knowledge of working processes and systems relevant to Higher Education institutions ▪ Awareness of current and future activities of the University relevant to the role ▪ Experience of using virtual learning environments, such as Moodle. ▪ Experience of using social media accounts in a professional context e.g., LinkedIn, Twitter, Facebook, Instagram
Qualifications, certification and training	<ul style="list-style-type: none"> ▪ A-levels or equivalent OR proven work experience in a relevant, comparable role. 	<ul style="list-style-type: none"> ▪ Honours degree



The University of Nottingham is focused on embedding equality, diversity and inclusion in all that we do. As part of this, we welcome a diverse population to join our work force and therefore encourage applicants from all communities, particularly those with protected characteristics under the Equality Act 2010.

Expectations and behaviours

The University has developed a clear set of core expectations and behaviours that our people should be demonstrating in their work, and as ambassadors of the University's strategy, vision and values. The following are essential to the role:

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| Valuing people | Is open and welcoming of others, approachable and respectful. Considers the wider point of view and delivers appropriate support and guidance to colleagues. |
| Taking ownership | Shows initiative and takes responsibility for own actions. Offers clarity and tactful support to colleagues to aid decisions and actions. |
| Forward thinking | Demonstrates the ability to learn, and enjoys the opportunity to develop. Likes to share and implement new ideas and improvements in their area of work. Seeks feedback from others. |
| Professional pride | Is self-appraising, seeking feedback from others and acts as a great role-model at all times. Keen to deliver the job well and be an effective member of the team. |
| Always inclusive | Is sensitive to the needs of others and understands every person is important, right across the organisation, irrespective of level, culture, disability or any other characteristic. |

Key relationships with others

