

JOB DESCRIPTION: **Placements and International Programmes
Coordinator (Risk, Safety and Student Support)**

Grade: **Grade 5 [salary range]**

Responsible to: **Placements and International Programmes Officer**

Overall Purpose of the Job:

- To co-ordinate the delivery of processes for placement safety, support for placement participants and emergency response, and support senior colleagues in the further development of these processes.
- To support senior colleagues in the delivery of the work of the Placements and International Programmes Office, specifically as it relates to student support, risk and safety.
- To support colleagues to embed locally and University-wide a culture of excellent service provision and continuous improvement, placing the student experience at the heart of what we do, with support for a single Professional Services (PS) team working flexibly across organisational boundaries.

Key Responsibilities, Accountabilities or Duties:

- To coordinate the delivery of aspects of the work of placements and Placements and International Programmes Office.
- To provide day to day line management to the work of the Placement and International Programme Team and input to the development and motivation of team members.
- To ensure the provision of information, advice and guidance on placements and international programmes.
- To work flexibly across the University and contribute to assignments and roles as required across the organisation, to ensure the delivery of University and local priorities, operating at all times as a single cross University team
- To coordinate and develop the programme of pre-departure preparation and resources for outbound students, placements and programmes.
- To coordinate the delivery of processes for placement safety, support for placement participants and emergency response, and support senior colleagues in the further development of these processes.
- To coordinate and develop the risk assessment and travel approval processes and materials for outbound students, placements and programmes.
- To coordinate the orientation and induction of, and on-programme activities for, inbound students.

- To coordinate processes for monitoring the attendance and engagement of outbound and inbound placement students ensuring that follow-up is undertaken where required.
- To coordinate and deliver, in collaboration with other University level services (in particular the Advice and Response team) and external partners, support to inbound and outbound study placement students with more complex support needs.
- To monitor Foreign, Commonwealth and Development Office (FCDO) travel advice alongside travel security information provided by the University's insurer and develop and send guidance as appropriate to placement students.
- To coordinate the University's response and communications for emergency incidents affecting students participating in placements.
- To develop and maintain an up-to-date working knowledge of the University's services, policies and procedures with respect to safety and the provision of academic and personal support to students (e.g. Health and Safety Services, Advice and Response team, Counselling Service, Chaplaincy, Disability Advice and Support Services)
- To have awareness and active engagement with the need for diversity and inclusion in all that we do for example, when working with individuals who identify with a protected characteristic under the Equality Act, students who are under-represented in higher education as outlined in the University's widening participation strategy.
- To ensure the delivery of excellent customer service.
- To support the delivery and evaluation of measurable plans, events, projects and initiatives in pursuit of the University's ambitions and objectives, ensuring the production of supportive data and information for analysis.
- To assist with the delivery, evaluation and monitoring of projects and activities.
- To develop effective relationships with key internal and external stakeholders; including relationship management for a portfolio of overseas partner universities.
- To champion a culture of continuous improvement, collaboration, consistency and innovation; and engage constructively with change initiatives.
- To play an active role on relevant groups to establish informal networks and actively participate in communities of practice for particular areas of activity in order to identify, develop and implement best practice.
- To act in accordance with and promote University policies, procedures and requirements at all times – in particular those relating to health and safety; equality diversity and inclusion and information governance.
- To support the development, implementation, evaluation and monitoring of relevant policies and procedures, ensuring that this is compliant with relevant external bodies.
- To undertake such other duties commensurate with the level of responsibility for the role, as directed by your line manager.

PERSON SPECIFICATION

Essential Knowledge, Skills and Experience:

- Experience and up-to-date knowledge of placements and international programmes.
- Experience of offering student support across a wide range of concerns and issues.
- Experience of crisis and emergency management.
- Experience of risk assessments.
- Ability to supervise and motivate staff.
- An ability to communicate effectively with staff from across the University, providing explanation and interpreting information to ensure understanding.
- Excellent presentation and written skills.
- Highly developed interpersonal skills, including tact, diplomacy and sensitivity.
- Excellent organisational skills, with the ability to manage a large workload and prioritise tasks in order to meet strict deadlines.
- A flexible team player with the ability to support colleagues.
- Ability to solve problems creatively, with experience of contributing to the development and improvement of systems and procedures.
- Strong numeracy skills, demonstrating accuracy and attention to detail.
- Strong digital literacy skills, with comprehensive experience of, or willingness to be trained in IT systems relevant to the role.
- A commitment to the University's strategic goals, themes and values.

Desirable

- Experience of studying or working abroad.