University of Sunderland
Role Profile
Part 1

lifechanging

University of Sunderland

Placement Administration Co-ordinator

Job Title:	Placement Administration Co-ordinator (School of Medicine)
Reference No:	BLR172
Reports to:	Placement Administration Officer
Responsible For:	Placement Administration Assistant, Placement Administration Support
Grade:	D
Working Hours:	37 per week or pro rata where appropriate
Faculty/Service:	Academic Registry
Location:	Sunderland Campus
Main Purpose of Role:	Manage a team day to day in the successful delivery of all academic placement administration within a defined area. Contribute to the medium-term planning of the area and develop short term plans for implementation. Role model a customer-focused, agile and professional administrative service to benefit students and other stakeholders and positively contribute to institutional reputation. Manage the team in sourcing placement opportunities and maintaining, developing and enhancing placement provider relationships.
Key Responsibilities and Accountabilities:	**Effective Placement Administration** • Manage staff within own area on a day to day basis and role model good management practices to staff across all areas of Placement Administration. Hold regular 1:1s, appraisals, drive effective performance, and proactively address less complex staff issues. • Liaison for aligned Academy area • Produce the placement administrative calendar each year in line with the University calendar. Liaise with peers to ensure consistent approaches. Liaise with stakeholders and team to communicate and implement successfully • Schedule and manage the deployment of the Placement Administration Assistant support of all relevant committees, events and stakeholder activities- within aligned area; communicate the approach and timescales with relevant stakeholders. • Proactively and regularly monitor data (e.g. e.g. placement numbers, placement allocations, grading data, returns, placement evaluation etc) from the team to ensure its integrity and accuracy. Responsible for suggesting plans for improvements and working with peers to communicate and coordinate more widely • Proactively identify opportunities for consistent approaches and processes. Suggest improvements and lead the implementation in conjunction with the function lead across Placement Administration to drive and maintain a "one

process" approach for all

- Identify training needs for team members in collaboration with other peers and feeds in ideas and areas of opportunity for technical and behavioural development. Lead and actively participates in the successful delivery of the plan each year across Placement Administration.   Support the development of knowledge and confidence of less experienced team members on a day to day basis.
- Establish a network across peers, faculties and services to ensure changes and initiatives are factored into the scheduling and planning of Placement administration and have considered the bigger picture
- Proactively and positively support the placement leads in ensuring compliance in all placement activities. Work collaboratively with peers and stakeholders to implement plans and improvements successfully
- Undertake cover duties to support the team in annual leave and busy periods; this may involve deputising for the E GRADE and/or working across different teams in Registry for other team members (including lower grades). Any other duties within the scope and general nature of the grade which may be required.

Lead

- Take ownership of delivering difficult messages; deliver messages positively even when decisions are unpopular
- Recognise and praise the achievements of others to drive positivity in the team
- Show pride and passion in what they do. Engage others in the shared vision. Challenge negativity, value difference, diversity and inclusion and ensures fairness and opportunity for all

Contribute to Culture

- Role model and drive a culture in and beyond the Service which promotes high professional standards, efficiency, being agile

Communicate and Influence

- Adapt style to overcome challenging or difficult conversations and to influence a positive outcome
- Role model and drive a culture of open and inclusive communication. Adapt style to influence stakeholders and communicate effectively with stakeholders to build successful relationships and outcomes

Make Effective Decisions

- Use evidence and knowledge to support accurate, expert decisions, and advice. Carefully consider alternative options, implications and risks of decisions. Appropriately assess when to make the decision and when to defer or consult

Work Together

- Work collaboratively with other peers to develop a consistent and joined up professional offering
- Role model and drive a culture of working together to form effective working relationships and partnerships both internally and externally

Develop self and others

- Role model a culture of continuous self-development; proactively acquire new knowledge and skills as appropriate relevant to driving the service forward. Take accountability for own learning
- Create a positive culture of knowledge and confidence using a variety of approaches and styles appropriate to each situation.

Change and Improve

- Play a positive and active role in changes; is an advocate, champions activities and supports colleagues through a change initiative
- Role model and drive a culture of continuous improvement; reviews and implements administrative processes and procedures which improve the student experience

See the Big Picture

- Understand how their role fits with and supports organisational objectives. Recognise the wider priorities and ensures work is in the interest of both

Deliver at Pace

- Role and drive a culture that encourages the delivery of timely and quality results with focus and drive consistently across all functions

| Special Circumstances: | |

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Part 2

Part 2A: Essential and Desirable Criteria

Essential

Qualifications and Professional Memberships:

- Educated to A-Level/Foundation degree/HND or equivalent *or* relevant experience in a similar role

Knowledge, Skills and Experience:

- Worked in a placement environment
- Organised with a strong attention to detail
- Understands processes within the Higher Education placement environment including regulatory bodies and their requirements
- Experience of developing self
- Ability to adapt their style to engage a team, drive high performance, anticipate and overcome obstacles to achieve outcomes
- Ability to proactively collaborate within team, wider service and beyond
- Ability to independently assess situations and identify potential solutions when presented with issues to make decisions/ appropriate recommendations
- Plan and implement short to medium term priorities for self and others
- Ability to adapt positively to a new working environment when working across different teams
- Extensive expertise in IT systems
- Has a basic understanding of management styles/managing teams

Desirable

Qualifications and Professional Memberships:

- Educated to first degree

Knowledge, Skills and Experience:

- Worked in one or more placement environments
- Led/supervised teams in a similar environment
- Effectively planned work for others
- Experience of supporting the development of others
- Experience of working with SITs
- Organised with strong attention to detail
- Knowledge of HEI regulations and their application
- How to successfully plan and implement projects
- Experience of working within administrative roles within NHS Education Departments, Health Education England or Medical Schools.

Part 2B: Key Competencies

Team Development

The role holder is required to advise or guide others working in the same team on standard information or procedures and the role holder is required to train or guide others on specific tasks, issues or activities; give advice, guidance and feedback on the basis of their own knowledge or experience; deliver training and the role holder is required to carry out training or development activity according to the needs of the individual or group; identify current capabilities and future needs; define the performance standards required; identify appropriate developmental activity; assess the application of learning; give feedback and guidance on overall performance

Communication

Oral Communication
The role holder is required to, understand and convey straightforward information in a clear and accurate manner and the role holder is required to, understand and convey information which needs careful explanation or interpretation to help others understand, taking into account what to communicate and how best to convey the information to others

Written or electronic and Visual Media Communication

The role holder is required to, understand and convey straightforward information in a clear and accurate manner and the role holder is required to, understand and convey information which needs careful explanation or interpretation to help others understand, taking into account what to communicate and how best to convey the information to others

Teamwork and Motivation

The role holder is required to clarify the requirements and agree clear task objectives for team members; organise and delegate work fairly according to individual abilities; help the team focus their efforts on the task in hand and motivate individual team members

Planning and Organising Resources

The role holder is required to plan, prioritise and organise the work or resources of self and others within own area on a daily, weekly or monthly basis; plan and manage small projects, ensuring the effective use of resources; receive information from and provide information to others to complete their planning; monitor progress against the plan

Pastoral Care and Welfare

The role holder is required to show sensitivity to those who may need help or, in extreme cases, are showing signs of obvious distress; initiate appropriate action by involving relevant people and the role holder is required to give advice on commonly occurring welfare issues or queries; follow standard welfare procedures for the organisation; recognise when an individual should be referred elsewhere for professional help; respect confidentiality

Liaison and Networking

The role holder is required to carry out standard day-to-day liaison using existing procedures in order to ensure dissemination of information in the right format to the right people at the right time; build relationships and contacts to facilitate future exchange of information. The role holder is required to participate in networks within the organisation or externally in order to pass on information promptly; keep people

	informed to ensure co-ordination of effort and that work is done effectively. The role holder is required to initiate, develop or lead internal networks in order to ensure dissemination of information in the right format to the right people at the right time; build relationships and contacts to facilitate future exchange of information. The role holder is required to initiate, develop or lead networks which are external to the institution in order to ensure dissemination of information in the right format to the right people at the right time; build relationships and contacts to facilitate future exchange of information
Date Completed:	**June 2021**