



## Job Description

<b>Position / Job Title:</b>	<b>Placement Support Officer</b>
<b>Ref:</b>	<b>HSS398</b>
<b>Location/Building:</b>	<b>Bournemouth Gateway Building, Lansdowne Campus</b>
<b>Faculty/Professional Service:</b>	<b>Health &amp; Social Sciences</b>
<b>Normal Hours per Week:</b>	<b>18.5</b> <b>(Some flexibility will be required in order to ensure that key time scales and deadlines are met).</b>
<b>Grade:</b>	<b>4</b>
<b>Accountable to:</b>	<b>Education Service Manager/Head of Practice Education</b>
<b>Special conditions:</b>	<p><b>We are committed to providing a safe environment for all students and staff. This position is required to undertake regulated activity and therefore is exempt from the Rehabilitation of Offenders Act (ROA) 1974 and subject to a satisfactory (enhanced) DBS Disclosure and the requirements of our <a href="#">Safeguarding Policy</a>.</b></p> <p><b>this role comes has contact with apprentices, the postholder must be familiar with our <a href="#">Safeguarding Policy</a> and at all times comply with its requirements to safeguard and protect the welfare of young people and vulnerable adults. This includes attendance on relevant mandatory training.</b></p>

### Job Purpose

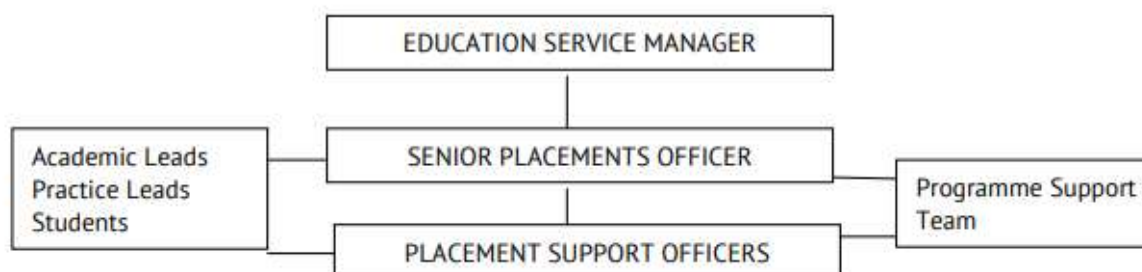
This is an autonomous role and will focus on relationships with placements providers as well as the management of placement systems and the student experience in respect of HSS professional placements, under the leadership of the Senior Placements Officer. The postholder will also be responsible for the day-to-day allocation, management and administration of specific professional practice and standard placements ensuring all students meet the training requirements of all HSS programmes in liaison with appropriate academic members of staff. An in-depth knowledge of the validated programmes will be required and an ability to manage the complexity of 400+ placement environments per Support Officer within a total portfolio of 3000 + for the team.

### Main Responsibilities

1. As part of the Placements Team undertake the development and proactive management of the student placements system ARC, including Practice Environment Profile (PEP) and Placements on the Web (POW), and the OPAL placement portfolio and learning tool.
2. Foster & maintain excellent working relationships with external placement providers to ensure that the Practice Environment Placement information is up to date and accurate. For new placement providers this will entail data collection including by unsupervised external visits to placement organisations where necessary.
3. Ensure all information on the placements system ARC is up to date and accurate.
4. Responsible for the complex daily allocation and organisation of placements, including international opportunities.
5. Prepare complex and detailed administrative information and statistics, creating regular and ad hoc reports as required.

6. To provide the Head of Practice Education (HoPE), Clinical Practice Co-ordinators and University Locality Co-ordinators and Academic members of staff appropriate information in relation to professional and/or other placements.
7. In liaison with the HoPE and Programme Co-ordinators to prepare the placement timetables for students on all HSC UG programmes.
8. Proactively liaise with Programmes Support Officers to establish progression status of students and ensure ARC and the Student Record System is updated to reflect any changes.
9. Attend Programme Team and Framework Management Meetings alongside Programme Support Officers.
10. Record sickness and monitor absence for students maintaining an accurate record, to be accessed at any time, which shows the most up to date picture for each individual student.
11. Research and answer face-to-face/telephone queries and correspondence from all stakeholders (students, staff and placement providers) of the placements service in relation to ARC, PEP, POW and OPAL.
12. Manage requests for logons and passwords from external and internal stakeholders to the ARC system.
13. Liaise with the external supplier of the ARC system around any issues or development of the system under the supervision of the Senior Placements Officer.
14. Develop a knowledge and understanding of programmes to a high level to ensure students undertake the correct number of practice hours and appropriate placement experience for the outcomes of programmes.
15. Review and update knowledge of programme structure, professional body and placement provider requirements.
16. Contribute in the review and implementation and improvement of systems.
17. Provide mentor support to new members of staff regarding the use of the ARC system.
18. Maintain filing and record systems both IT based and manual.
19. Any other appropriate administrative tasks as required in respect of the efficient administration of the Faculty as required by the Education Service Manager

### **Organisation Chart**



### **Dimensions**

Allocation of placement for approximately 400 students

### **Contacts**

Internal: HSS Programme Support and Academic Staff at all levels Head of Practice Education Senior Academic Staff University Locality Coordinators and other Mentors Academic Services Staff in other University Faculties

External: All Placement providers (NHS Trust, Primary Care Trusts, Health & Social Care organisations, Private Organisations, Charities) Students ARC Software provider

### **Challenges**

The allocation of all placements is a complex role and the postholder will be required to work closely with Academic Teams and staff specifically aligned to professional programmes and external contacts to ensure that students are allocated appropriate practice placements in order to meet Professional body requirements.

### **Information Governance Responsibilities**

#### **Data User**

- i. Comply with the associated data protection, information security, information management and information technology regulations, policies, processes and procedures.

### **Safeguarding and Regulated Activity**

If the role involves engaging in regulated activity relevant to vulnerable groups including children and disabled adults, it is an [offence to apply for](#) and perform the role, if a person is bared from engaging in regulated activity. Further information is available in BU's [Safeguarding Policy](#) and Suitability Statement on the Recruitment and Employment of Ex-offenders.

### **Additional Information**

The purpose of the job description is to indicate the general level of responsibility and location of the position. The duties may vary from time to time without changing their general character or level of responsibility.

BU is an equal opportunities employer which values a diverse workforce. The post holder must at all times carry out their responsibilities with due regard to the University's Dignity, Diversity and Equality Policy Statement.

Our highly skilled and creative workforce is comprised of individuals drawn from a broad cross section of the globe, and who reflect a variety of backgrounds, talents, perspectives and experiences to build our global learning community. Through fused activity, the post holder must have an understanding of and commitment to promoting a global outlook.

All employees have an obligation to be aware of the University's Sustainability Policy, Climate and Ecological Crisis Action Plan, Travel Plan and associated documents, and to ensure that they carry out their day-to-day activities in an environmentally responsible manner and inspire students to do the same.



## Person Specification

Position / Job Title: Placement Support Officer	Position No: HSS398
Faculty / Service:	Date:
<b>SELECTION CRITERIA</b>	<b>Essential / Desirable</b>
<b>Knowledge (including experience &amp; qualifications)</b>	
General education to good standard, including Maths and English, (work experience will also be applicable and can substitute for qualifications).	E
Solid and relevant administrative experience in a service related industry providing service excellence	E
Understanding of the academic cycle for the Faculty	D
Understanding of student placement requirements	D
Experience of working with students in a higher education environment	D
Experience of, and ability to, work as part of a team	E
Experience of working within a large organisation	E
Experience of identifying own development requirements	D
Experience of liaising with other staff within an organisation at all levels	E
<b>Skills</b>	
Strong written communication skills e.g. formatting documents, minute writing, composing letters and emails	E
Strong verbal communication skills e.g. liaison with internal and external stakeholders, dealing with telephone and face to face enquiries	E
Ability to organise administrative processes effectively at a level commensurate with the post and to recommend best practice and changes to protocol	E
Demonstrable analytical skills in solving both complex and uncomplicated problems	E
High level of ability in word-processing, developing spreadsheets, using databases, and production of statistical reports	E
<b>Attributes</b>	
Flexible to varied hours to meet the demands of the business	E
Excellent interpersonal skills	E
Ability to demonstrate empathy with others	E
Ability to establish effective working relationships and rapport building with colleagues and external colleagues	E
Ability to work on own initiative and in a proactive manner and to problem solve	E
Ability to work under pressure and constantly re-evaluate priorities to manage workload	E
Ability and willingness to travel to offsite as required	E