Placements Administrator

Department of Computer Science

Closing date: 15 March 2019

Interview date: To be confirmed

Vacancy reference: 7430
INTRODUCTION

The “Year in Industry” is a vital and high profile part of the Computer Science Department’s undergraduate programmes. All our BSc and MEng integrated masters programmes are offered with a “Year in Industry” variant and it is an extremely popular aspect of our programmes both with prospective students and their parents. The numbers of students taking a “Year in Industry” work placement has grown significantly in recent years, with around 70 students scheduled to be out on placement in 2019/20.

Students who take a year in industry placement gain a great deal from the experience. They typically achieve higher grades in the later years of their degree and are more successful in gaining high quality, well-paid professional employment relevant to their studies on leaving the Department.

The post-holder will work closely with the Industrial Placements Manager to ensure the smooth running of the Computer Science Departments Year in Industry programme. This will involve ensuring that services are efficient, effective and adapt to changing circumstances. You will have responsibility for administrative processes for the programme and for ensuring processes are adhered to.

This is a busy and varied role involving daily communication with academic staff, students and current/potential employers, so the post holder will need to have excellent organisational skills, demonstrate a good use of initiative, have the ability to multi-task and prioritise, and be able to interpret and apply complex information (e.g. assessment regulations). The postholder must be able to prioritise effectively and work to tight deadlines on his/her own initiative, and to learn new systems and procedures rapidly.

It is essential that the post holder has the interpersonal skills to engage with placement providers, students, academic staff and other stakeholders.
Main purpose of the role
To carry out a range of administrative processes in order to facilitate the smooth running of an administrative service for a Department or Service.

Key responsibilities
(Role holders will be required to undertake some or all of the duties below)

- Apply a good working knowledge of departmental/service administrative systems to answer queries and resolve problems from colleagues and external customers
- Contribute to the development of office administrative systems, carrying out administrative processes and ensuring controls are in place to ensure accuracy and timeliness.
- Analyse, manipulate and interpret information in order to compile detailed summary reports and communications
- Provide effective and efficient administrative/secretarial support to senior colleagues, including the co-ordination of diaries, arranging and servicing meetings, filtering enquiries, drafting and preparation of documentation and organisation of travel/events
- Act as PA and manage the diary for a line manager; typically acting as a point of contact, arranging internal and external meetings and making travel/accommodation arrangements
- Assist in organising all aspects of key note visits, meetings events, workshops, and conferences
- Maintain the department/service website/webpages and update content as required
- Process invoices and orders, making effective use of departmental/university financial administrative process as required
- Supervise the work of an administrative colleague, allocating and checking work as required

Any other duties that fall within the scope of the job, as allocated by the line manager following consultation with the post holder.

1. Main duties and responsibilities:

- Assist students with queries relating to forms, reports, placement visits and other aspects of their placement
- Act as a point of contact for students, staff, employers and other external stakeholders, dealing with enquiries and providing advice and guidance in a professional and timely manner
- Establish, maintain and use clear and effective means of communication with staff and students, i.e. email distribution lists, notice-boards, web pages, and social media as required
- Create, maintain and develop the Yorkshare portal, including uploading information, making updates/improvements etc. as required and providing training/support to other members of staff
- Take responsibility for the creation and maintenance of accurate database records for all students, extracting information for the Placements Manager, academics, boards of examiners etc. as required
- Organise and issue by email relevant documents for placements in the UK and overseas
- Scrutinise student employment contracts, reports and employer feedback
- Organise interview schedules, ensuring compatibility with student/employer commitments. Assist with running interviews and supervise tests where required
- Participate in the annual review of placement documentation including handbooks, forms and employers’ information leaflets
JOB DESCRIPTION

- Coordinate pre-placement briefings and post-placement debrief sessions, and other events as required
- Develop and apply knowledge of University policies, regulations and procedures in relation to placement provision and advise accordingly
- Deputising for the Placements Manager when they are away from the office

2. Student Support

- Assist students with queries relating to forms, reports, placement visits and other aspects of their placement
- Contact students to ensure timely submission of documentation and participation in all other requirements of the placement unit
- Organise and issue relevant documentation for placements in both the UK and overseas
- Supporting the Placements Manager with Placement Visits when required
- Providing feedback on student applications to support the Placements Manager as appropriate

3. Employer Support

- Liaise with employers, setting up placement recruitment visits, scheduling interviews between employers and students and organising hospitality
- Ensure that the relevant member of the team is made aware of any feedback from employers
- Make employers aware of their responsibilities to placement students e.g. health and safety, holiday and salary expectations. Ensure that companies complete Health and Safety declarations correctly
- Arrange placement visits
- Ensure that employers complete relevant forms and reports throughout placement
## PERSON SPECIFICATION

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<th>Qualifications</th>
<th>Essential / Desirable</th>
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<tr>
<td>A general education to include 5 GCSE passes at Grade C or above (including Maths and English), or an equivalent educational qualification, or relevant experience</td>
<td>Essential</td>
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<tr>
<th>Knowledge</th>
<th>Essential / Desirable</th>
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<tr>
<td>Thorough knowledge of administrative procedures and processes used in a busy office within a large complex organisation, preferably with student administration</td>
<td>Essential</td>
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<td>Knowledge of office accounting processes</td>
<td>Essential</td>
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<td>Knowledge of a full range of MS office applications particularly Word, Excel, Access, PowerPoint and online media</td>
<td>Essential</td>
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<th>Skills, abilities and competencies</th>
<th>Essential / Desirable</th>
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<tr>
<td>IT skills, with the ability to use Microsoft Office, particularly Word, Excel, Access, PowerPoint, and the ability to create &amp; maintain web pages and online media</td>
<td>Essential</td>
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<td>Ability to communicate effectively with a wide range of people, orally and in writing with a high level of accuracy and attention to detail</td>
<td>Essential</td>
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<td>Numeracy &amp; literacy skills with the ability to monitor expenditure against a financial account/budget and maintain a petty cash system</td>
<td>Essential</td>
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<td>Competent in the design and production of a range of information and promotional documentation and literature</td>
<td>Essential</td>
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<td>Ability to prepare agendas and take &amp; transcribe minutes</td>
<td>Essential</td>
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<td>Competent in diary management, with the ability to plan and organise meetings, small scale events, workshops and conferences</td>
<td>Essential</td>
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<td>Ability to monitor income and expenditure against a budget, and maintain accurate records</td>
<td>Essential</td>
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<td>Ability to effectively organise and prioritise own work and follow procedures in order to produce work to a high standard, to required deadlines</td>
<td>Essential</td>
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<td>Ability to effectively allocate work and check the work of an administrative colleague, ensuring required service standards and deadlines are met</td>
<td>Essential</td>
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<td>Skills in University specific software (including Blackboard, e:Vision)</td>
<td>Desirable</td>
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<tr>
<td>Experience of working in an administrative role in a busy office within a large complex organisation</td>
<td>Essential</td>
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<tr>
<td>Experience of analysing data and presenting summary information in a clear and concise format</td>
<td>Essential</td>
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<td>Experience of organising events &amp; meetings</td>
<td>Essential</td>
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<td>Experience of providing an excellent standard of customer service</td>
<td>Essential</td>
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<tr>
<td>Evidence of maintaining clear and accurate records</td>
<td>Essential</td>
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<td>Previous experience of customer/client contact especially establishing and developing effective links with</td>
<td>Desirable</td>
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<td>Liaison with and experience of industry including the role of placement students within organisations</td>
<td>Desirable</td>
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<td>Experience of Higher Education and the student learning experience</td>
<td>Desirable</td>
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### Personal attributes

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<tr>
<td>Able to work as a member of a team</td>
<td>Essential</td>
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<td>Able to work flexibly, under pressure and to tight deadlines sometimes with conflicting deadlines</td>
<td>Essential</td>
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<tr>
<td>Excellent interpersonal skills in order to communicate effectively with staff, students and employers. Ability</td>
<td>Essential</td>
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THE DEPARTMENT

The Department of Computer Science has a very strong international research record. The Research Excellence Framework (REF) 2014 results ranked York’s Computer Science 7th overall in the UK, 5th for impact and 6th for environment. 90% of our academic staff were rated as "world leading" or "internationally excellent". This result confirms the longstanding global reach and real-world significance of the Department’s research and makes us one of the best departments in the country for nurturing excellent research and achieving economic, social and cultural impact from research. All aspects of our impact and environment were judged to be of world-leading or international standard.

The Department has strong and longstanding links with industry, including strategic partnerships with several large companies including IBM. The Department is also highly regarded for its Continuing Professional Development courses. The Department has four key research themes that are central to our expertise and understanding of interdisciplinary computer science research: Critical Systems; People, Health and Wellbeing; Analytics; and Beyond Human Vision. The themes are supported by researchers specialising in Cyber-Security, Real-Time and Embedded Systems, Enterprise Systems, High Integrity Systems, Computer Vision and Pattern Recognition, Human Computer Interaction, Artificial Intelligence, High Performance Computing and Computer Architecture.

The Department also has four unique research centres which span several departments and reflect the interdisciplinary approach of our work: York Cross-disciplinary Centre for Systems Analysis; Digital Creativity Labs; Quantum Communications Hub; and the Assuring Autonomy International Programme. These centres are tackling some of the major challenges currently facing computer science including how to assure and regulate robotics and autonomous systems that learn as they operate, and how to advance quantum communication technologies, so they can be launched and adopted.

The Department is housed in modern, purpose-built accommodation within the Heslington Campus East. We have 59 members of academic and teaching staff and 37 research associates and fellows employed on research grants and contracts. Seven specialist teaching staff deliver modules to industry as part of our highly regarded CPD programme in safety critical systems. We have a vibrant graduate school of approximately 180 research students, and over 640 undergraduate and approximately 220 full-time and part-time taught postgraduate students. The Professional Support Service comprises 27 administrative staff and 12 technical and computing staff.
THE DEPARTMENT

The Department of Computer Science and the University is committed to promoting a diverse and inclusive community - a place where we can all be ourselves and succeed on merit. We offer a range of family friendly, inclusive employment policies, flexible working arrangements, staff engagement forums, campus facilities and services to support staff from different backgrounds.
THE UNIVERSITY

Founded on principles of excellence, equality and opportunity for all, the University of York opened in 1963 with just 230 students. In 2019 it is the home of more than 18,000 students across more than 30 academic departments and research centres. Since opening over fifty years ago, we have become one of the world’s leading universities and a member of the prestigious Russell Group.

We are consistently recognised as one of the leading Higher Education Institutes and one of just six post-war universities to have appeared in the world top 100. We were rated 22nd in the 2019 Times & Sunday Times league table. The University of York has won six Times Higher Education (THE) Awards and five Queen’s Anniversary Prizes.

The University is proud of its association with Athena SWAN, holding multiple awards in support of gender equality, representation and success for all, with gold awards for Chemistry and Biology and a University-wide bronze award.

Of 154 universities that took part in the Research Excellence Framework (REF) in 2014, The University of York ranked 14th overall and 10th for the impact of our research. The University is consistently in the top ten UK research universities and attracts over £60m a year of funding from research alone.

Our vision is to make the University of York a world leader in the creation of knowledge through fundamental and applied research, the sharing of knowledge by teaching students from varied backgrounds and the application of knowledge for the health, prosperity and well-being of people and society.
Attractive workplace

Centred around the picturesque village of Heslington on the edge of the city of York, our colleges are set in an attractive landscaped campus. York enjoys a safe, friendly atmosphere with facilities including bars, shops, theatres and concert halls all within easy walking distance.

The University has undergone an unprecedented period of expansion and renewal since 2000. We have invested in twenty new buildings on the original campus and have completed the first and second phases of a £750m campus expansion. Our investment in new colleges, teaching and learning spaces, laboratories, research facilities and a new sports village mean there has never been a better time to join us.

During this period of change we've worked hard to retain our friendly, informal and collegiate atmosphere, which is important to our core values of inclusivity and interdisciplinarity.

We have a thriving international community and are committed to providing staff moving to York with as much support as possible through our Relocation Package and Welcome Officers.

The University is committed to promoting a diverse and inclusive community - a place where we can all be ourselves and succeed on merit. We offer a range of family friendly, inclusive employment policies, flexible working arrangements, staff engagement forums, campus facilities and services to support staff from different backgrounds.

For further information please visit our employee benefit pages.
The City of York

Internationally acclaimed for its rich heritage and historic architecture, York's bustling streets are filled with visitors from all over the world. Within its medieval walls you will find the iconic gothic Minster, Clifford's Tower and the Shambles - just a few of the many attractions.

But York isn't just a great place to visit - it's also a great place to live and work. While nourishing a vibrant cosmopolitan atmosphere, York still maintains the friendly sense of community unique to a small city.

Visit www.visityork.org for more information on the city of York.

Shopping, culture and entertainment

York boasts specialist and unique boutiques but also all the high street stores on its busy shopping streets. Alongside them you will find cinemas, theatres, an opera house, art galleries, a vast range of restaurants, live music venues and clubs. York is particularly renowned for its multitude of pubs and bars, from the modern to the medieval.

Housing and schools

Whether you choose to live close to the city, in one of the surrounding villages or further afield, you will find a wide range of housing within comfortable distance of York and the University. For families, the area has a range of excellent schools both in the state and independent sector.

Great location

York is one of Britain's best-connected cities. Halfway between London and Edinburgh on the East Coast mainline, on intercity trains you can reach London King's Cross in less than two hours and Edinburgh in two and a half hours. York is also well served by road links, and it is easily accessible from the A1, M1 and the M62.

For those travelling from overseas, Manchester Airport is two hours away and Heathrow Airport just three and a half. Flights from nearby Leeds Bradford Airport provide easy access to mainland Europe. By Eurostar from London St Pancras, Paris is just over six hours away.

Yorkshire

The Lonely Planet guide recently declared Yorkshire the third best region in the world to visit. There is something to cater to every taste, whether it be the rugged landscapes of the Moors or the Dales, the picturesque seaside towns of Scarborough and Robin Hoods Bay, the gothic architecture of Whitby or the vibrancy of cosmopolitan Leeds.
Apply online

- Go to https://jobs.york.ac.uk
- Find this job using reference 7430
- Complete the online application form

You will need to submit your completed application by midnight (local UK time) on 15 March 2019.

What will I need?

We will ask you for details of:

- your employment history
- relevant qualifications
- two referees

You need to be ready to show us how you meet the requirements of the job, either in a written statement and/or by answering questions.

Help and assistance

Direct any informal queries to Luke Bryant on +44 1904 325577 or email email: luke.bryant@york.ac.uk

If you have any questions about your application, contact the HR Services team:

recruitment@york.ac.uk
+44 (0)1904 324835