



## Job Description

### Work Experience Coordinator

Job Title:	Work Experience Coordinator
Hours:	36 hours per week. Term time based 36 weeks per annum.
Grade:	Scale 5
Section:	Employability
Reporting to:	Head of Employability
Base:	Richmond Upon Thames College

#### MAIN SCOPE OF POST:

The postholder is responsible for identifying new work experience opportunities with employers. He/ she will collate information centrally on existing work experience placements and supporting course teams in preparing students for Work Experience. The postholder's responsibilities will include liaising with actual and potential work experience providers, academic managers, teaching staff and students.

#### WORK PLACEMENT DUTIES:

1. To liaise closely with academic staff to identify appropriate work experience placement opportunities for students on full time programmes.
2. To establish and maintain a database of work experience placements (Navigate) that draws together existing work experience placements and new work experience opportunities as these are identified and secured by the postholder.
3. To build and maintain good relationships with work experience providers by initiating contact and responding to subsequent enquiries/communications promptly and effectively.
4. To establish and manage effective communication processes between the various partners involved in setting up and operating work experience arrangements – providers, academic managers, teaching staff and students.

5. To ensure pre placement Health and Safety checks are carried out prior to students commencing their work placement/experience including the collection of employer liability insurance.
6. To develop standard documentation (eg letters etc.) to cover all aspects of the administration processes connected with establishing a coordinated College-wide work experience programme
7. To monitor and report on the routine work experience visits by teaching staff during the placement period
8. To maintain relevant management information systems including Customer Relationship Database to ensure transparency and be able to manipulate data accurately.
9. To establish a system for recording student attendance and punctuality at work experience placements and subsequent follow-up arrangements if any problems emerge in these areas
10. To work with providers to identify future potential employment opportunities for students
11. To promote Equal Opportunities and implement the College's Equal Opportunities Policy.
12. To work occasional evenings and weekends as required.
13. To take an active part in the Appraisal and Mentoring processes.
14. To comply with all relevant Health and Safety Regulations and assist the College in the implementation of its own Health and Safety Policy.
15. To ensure that the College's Safeguarding Policy is implemented with regard to work experience placements
16. To carry out any other duties commensurate with the scale and grade of the post.

**Further Education is an every changing service and all staff are expected to participate constructively in College activities and to adopt a flexible approach to their work. This job description will be reviewed annually during the appraisal process and will be varied in the light of the business needs of the College.**

## Person Specification

### Work Experience Co-ordinator – Richmond Upon Thames College

	Essential	Desirable	How assessed?*
<b>Qualifications</b>			
<ul style="list-style-type: none"> <li>• Good standard of general education (minimum GCSE Maths and English Grade C or equivalent)</li> </ul>	✓		Cert/AF
<ul style="list-style-type: none"> <li>• Clean driving licence and own transport, and willingness and ability to travel to employers' premises</li> </ul>	✓		AF
<b>Knowledge, Skills and Experience</b>			
<ul style="list-style-type: none"> <li>• Minimum of 2 years' administrative experience gained within a busy, customer focused environment</li> </ul>	✓		AF/IV
<ul style="list-style-type: none"> <li>• Good IT skills (Microsoft software and experience with databases)</li> </ul>	✓		AF/T
<ul style="list-style-type: none"> <li>• Good organisation and time management skills, and ability to prioritise workload effectively</li> </ul>	✓		AF/IV
<ul style="list-style-type: none"> <li>• Excellent customer service skills</li> </ul>	✓		AF/IV
<ul style="list-style-type: none"> <li>• Excellent communication and interpersonal skills</li> </ul>	✓		AF/IV
<ul style="list-style-type: none"> <li>• Experience of establishing and maintaining effective links with employers/external agencies</li> </ul>	✓		AF/IV
<ul style="list-style-type: none"> <li>• Good literacy and numeracy skills</li> </ul>	✓		AF/T
<ul style="list-style-type: none"> <li>• Understanding of the importance of, and commitment to Equality and Diversity and Safeguarding in education</li> </ul>	✓		IV
<ul style="list-style-type: none"> <li>• Experience of working with Customer Relationship Management (CRM) databases</li> </ul>		✓	AF/IV
	✓	AF/IV	
<b>Personal Attributes</b>			
<ul style="list-style-type: none"> <li>• Ability to work well as part of a team</li> </ul>	✓		AF/IV
<ul style="list-style-type: none"> <li>• Ability to work flexibly</li> </ul>	✓		
<ul style="list-style-type: none"> <li>• Ability to use own initiative</li> </ul>	✓		AF/IV
<ul style="list-style-type: none"> <li>• Ability and willingness to travel to employers' premises</li> </ul>	✓		
<b>Competencies</b>			
<p><i>Support staff should be able to demonstrate competency in the following areas:</i></p> <p>Communication            Planning and Organising            Working Together            Customer Services            Adaptability/Flexibility</p>	✓		AF/IV

\*Evidence of criteria will be established from:

AF = Application Form

IV = Interview

T = Test (Micro-teach/Skills test)

Cert = Certificates checked on induction