

Job Detail

(Overview, Role Detail and Person Specification)

School of Health and Society

Placements Support Coordinator – Grade 5

(Ref: MPF4239)

Role title: Placements Support Coordinator

Reports to: Placements Support Manager/Officer

Overview

The School of Health and Society is one of the largest schools within the University of Salford and is home to a broad portfolio of professionally regulated health and social care programmes. As one of the largest providers of nursing, midwifery and allied health professional education in the UK, the School delivers programmes that require students to undertake practice placements as an integral component of their studies.

The Placements Support Coordinator is a member of the School's Professional Services team and supports the effective delivery of student placements, placement readiness and placement administration activity across the School. The role plays an important part in ensuring students are supported through the transition into practice education and successfully complete the requirements necessary to undertake practice-based learning.

The post holder will work closely with students, academic colleagues, professional services teams, central University departments, placement providers and external stakeholders to support the delivery of student placements and placement readiness processes. They will help ensure students meet professional, regulatory and placement provider requirements, maintain accurate records and provide a responsive and high-quality service to students and stakeholders.

The Placements Support Coordinator is expected to work collaboratively across teams to support operational delivery, maintain effective systems and processes, contribute to continuous service improvement and enhance the overall student experience.

Role Detail

Role Purpose

The Placements Support Coordinator supports the coordination of the School's placement readiness and placement administration processes, ensuring students are appropriately prepared to undertake practice learning activities and meet all relevant placement requirements.

The post holder will act as a key operational contact, supporting students through placement readiness and pre-placement processes, monitoring compliance requirements and maintaining accurate records and management information. They will work closely with students and stakeholders to identify and address barriers to placement readiness, ensuring issues are resolved or escalated appropriately.

Working collaboratively with academic colleagues, professional services teams and placement partners, the role will contribute to the effective delivery of placement activity, support the continuous improvement of systems and processes and help ensure students receive a positive, consistent and supportive experience throughout their practice education journey.

Role Responsibilities

- Act as a key operational contact within the Placements Support team for student placement readiness and placement administration activity within the School.
- Support the monitoring of student placement readiness requirements, including Occupational Health clearance, Disclosure and Barring Service (DBS) requirements, mandatory training and other programme-specific compliance activities as appropriate.

- Support students through placement readiness and pre-placement processes, providing advice, guidance and timely intervention where readiness requirements remain outstanding.
- Maintain accurate and up-to-date student, placement and compliance records, ensuring information is managed in accordance with University policies, GDPR requirements and regulatory expectations.
- Identify and support the monitoring of placement readiness concerns, escalating issues as appropriate, to minimise the risks or barriers that may affect a student's ability to undertake practice learning activity.
- Support the administration, allocation and amendment/change requests of placement activity, ensuring information is communicated accurately and within agreed timescales.
- Liaise effectively with students, academic colleagues, professional services teams, placement providers and external stakeholders regarding placement readiness and placement arrangements.
- Support the monitoring of student eligibility for placement activity and ensure readiness requirements are completed and evidenced prior to placement commencement.
- Produce, distribute and maintain placement readiness trackers, reports and management information to support operational oversight, planning and decision making to internal and external stakeholders.
- Support the monitoring and recording of placement attendance, absence and related student activity, escalating concerns where appropriate.
- Support the development, maintenance and continuous improvement of systems, processes, guidance and documentation relating to placement readiness and placement administration.
- Support the implementation of new systems, digital solutions and process improvements designed to enhance operational efficiency and improve the student experience.
- Contribute to induction, orientation and student engagement activities that support successful transition into professional programmes and practice learning environments.
- Work collaboratively with academic and professional services colleagues to ensure placement readiness requirements are clearly communicated, consistently applied and effectively monitored across the School.
- Promote a culture of continuous improvement, customer service excellence and shared accountability for student readiness and placement compliance across the School.

General responsibilities

- Work flexibly and collaboratively to support School and University objectives and priorities.
- Ensure the effective, sustainable and value-for-money use of resources.
- Promote equality and diversity for all students and staff and sustain an inclusive and supportive study and work environment in accordance with University policy.
- Bring to the attention of managers any matters relating to the health and safety of staff, students and visitors.
- Take the lead on a number of tasks and projects that will require effective collaborative working with a wide range of staff throughout the University.
- Undertake other duties commensurate with the nature and grade of the role, as determined by the Director of Operations or Head of Service.

This role detail is a guide to the work you will initially be required to undertake. It may be changed from time to time to meet changing circumstances. It does not form part of your Contract of Employment.

Person Specification

Qualifications

- A good standard of general education, to include English and Mathematics to GCSE (or equivalent) level at grade 5 and above (grade C and above). (E)
- Relevant administrative experience or equivalent professional experience. (E)
- Undergraduate Degree or equivalent relevant professional experience. (D)
- Evidence of ongoing professional development through study, workplace or external activity. (D)

Background and Experience

- Experience of working in an administrative, student support or customer-facing role. (E)
- Experience of coordinating complex administrative processes involving multiple stakeholders, deadlines and competing priorities. (E)
- Experience of maintaining accurate records and managing data within administrative systems. (E)
- Experience of providing high-quality customer service and support to a diverse range of stakeholders. (E)
- Experience of working with confidential information and maintaining appropriate standards of data protection and information governance. (E)
- Experience of monitoring compliance, placement readiness or readiness-related processes. (D)
- Experience within higher education, healthcare education or a placement environment. (D)
- Experience of producing reports, management information or operational data to support decision making. (D)

Knowledge

- Understanding of administrative processes and systems within a complex organisational environment. (E)
- Awareness of the importance of data accuracy, confidentiality and regulatory compliance. (E)
- Confidence in using digital systems and Microsoft 365 applications to manage information, reporting and communication. (E)
- Understanding of student placement processes, placement readiness activity or compliance requirements. (D)
- Awareness of professional, regulatory or placement provider requirements within healthcare education. (D)
- Skills and Competencies
- Excellent organisational skills with the ability to manage competing priorities and deliver to deadlines. (E)
- Excellent written and verbal communication skills with the ability to present information clearly and professionally. (E)
- Ability to build effective working relationships with students, colleagues and external stakeholders. (E)
- Ability to identify issues, exercise judgement and escalate concerns appropriately. (E)
- Strong attention to detail and commitment to maintaining accurate records and documentation. (E)
- Ability to work independently using initiative, whilst contributing effectively as part of a wider professional services team. (E)
- Commitment to delivering an excellent student and stakeholder experience. (E)
- Ability to adapt positively to changing priorities, systems and operational requirements. (E)

A = Application form, C – Certificate, I = Interview, P = Presentation, T = Test

Details of any assessments required will be provided in the invitation to interview letter.
