

**TEAM MEMBER ROLE PROFILE – January 2017 – v3**

Title Reports to Level	Work Placement Officer Head of Marketing NT3	Business: Harlow College Location: Harlow, Essex Directorate: Executive Director of MIS, Admissions & Marketing	
ROLE IN CONTEXT	ROLE IN ACTION	NEED TO KNOW	NEED TO BE
<p><b>Context</b></p> <p><b>1. Success</b> To be part of a forward looking FE college, currently the number one provider nationally for student success and value added. We aim to provide our students with "more than a qualification", providing them with the skills to achieve 1st class destinations and employment.</p> <p><b>2. Culture</b> To contribute to a results driven operation in a fast paced culture where flexibility, hard work and change are the norm and our core values are:</p> <ul style="list-style-type: none"> <li>• Students at the Heart</li> <li>• Work hard work together</li> <li>• Be your best, be your future</li> <li>• Always be Innovative and Enterprising</li> </ul> <p><b>3. People</b> Individuals not numbers, we believe all our people, both staff and students, have the potential to succeed in whatever they set their minds to and, at Harlow College, everything we do is about getting them there.</p> <p><b>Purpose and Dimensions</b></p> <p><b>1. Job Purpose</b> The placement and progression officer is a key role within the Student Talent and Recruitment Agency.</p> <p>The role requires flexible and focused individuals who can work throughout all parts of the learner journey, including:</p> <ul style="list-style-type: none"> <li>• Advising on pathways to employment</li> <li>• Supporting work readiness through engagement with employers and curriculum teams</li> <li>• Sourcing work placements</li> <li>• Representing the College at external and internal events</li> </ul> <p><b>2. Key Partners/Relationships:</b> Prospective, current and former students Academy Managers and staff External employers and relevant agencies</p>	<p><b>Core Areas of Responsibility</b></p> <ol style="list-style-type: none"> <li>1. To be proactive in Identifying and negotiating suitable short term work experience and long term work placements for learners to meet college targets</li> <li>2. Support the sourcing of applicants for Apprenticeships to develop and maintain a talent pool of internal and external learners to satisfy employer demand</li> <li>3. To work with delivery and service teams to support the successful placement of students</li> <li>4. To develop an extensive, high quality base of work placements that meet Health and Safety and Safeguarding requirements.</li> <li>5. As part of the team provide first line support for employer enquiries</li> <li>6. Update the college's Information systems to maintain an up to date, high quality employer database and placement evidence log and produce reports as required.</li> <li>7. Facilitate workshops, careers fairs, events, and other promotional activities within college, schools and local community</li> <li>8. Encouraging and ensuring a quality culture for continuous improvement.</li> <li>9. Routinely using learner, employer and peer feedback to analyse own performance against required outcomes to ensure organisational targets and service levels are met or exceeded</li> <li>10. Work in accordance with College's policies and procedures</li> </ol> <p><b>Critical Success Factors</b></p> <ol style="list-style-type: none"> <li>1. Successfully meet an identified number of work placements, Traineeships and apprenticeship opportunities, in line with College targets and individuals career aspirations</li> <li>2. Consistently providing CEIAG that leads learners to realise their initial career goals</li> <li>3. Achieving consistent high levels of learner and peer feedback on performance</li> <li>4. Achievement of annual appraisal</li> </ol>	<p><b>Organisational Capabilities</b></p> <ol style="list-style-type: none"> <li>1. Ability to work to the standards and set procedures that come with the necessary scrutiny when working in the public sector but in optimum resource efficient ways so as to minimise delays and over-administration</li> <li>2. Achieves maximum benefit from limited resources</li> <li>3. Quickly adapts to change and sees it as an organisational 'norm'</li> </ol> <p><b>Be the Expert</b> (technical knowledge, qualifications, experience, occupational competence &amp; requirements, etc)</p> <ol style="list-style-type: none"> <li>1. Ability to work to tight deadlines in achieving targets.</li> <li>2. Proven track record of successfully engaging and developing relationships with employers</li> <li>3. Hold or be willing to obtain Safeguarding Level 2 qualification.</li> <li>4. Substantial experience of working in a client centred educational environment.</li> <li>5. To have the ability and expertise of relevant signposting for Safeguarding and other referral agencies when appropriate.</li> <li>6. Be able to understand and utilise digital technology</li> <li>7. Ability to work under pressure whilst maintaining a good mental stability and mental resilience.</li> </ol>	<p><b>Competencies</b> (core for all HC team members)</p> <p><b>1. Learning Orientated</b></p> <ul style="list-style-type: none"> <li>➤ Seeks feedback on their own performance from a variety of sources</li> <li>➤ Shares learning with others</li> <li>➤ Engages in development activities and achieves tangible progression</li> <li>➤ Actively seeks to increases/improve knowledge and skills</li> </ul> <p><b>2. Results Focused</b></p> <ul style="list-style-type: none"> <li>➤ Meets targets and job related outputs</li> <li>➤ Remains focused on the priorities and delivers them relentlessly despite issues that may arise</li> <li>➤ Resolves issues that affect targets being met</li> </ul> <p><b>3. Quality Minded</b></p> <ul style="list-style-type: none"> <li>➤ Can evidence their contribution to the college's Quality Improvement cycle (e.g., SAR/QIP)</li> <li>➤ Seeks ways to continuously improve the service/productivity of their working area</li> <li>➤ Notices quality performance in others and offers feedback accordingly</li> </ul> <p><b>Role Competencies</b> (specific to role)</p> <p><b>1. Communicates with Impact</b></p> <ul style="list-style-type: none"> <li>➤ Actively listens</li> <li>➤ Communicates clearly (both written and oral)</li> <li>➤ Builds positive relationships within and beyond own working area</li> </ul> <p><b>2. Innovative</b></p> <ul style="list-style-type: none"> <li>➤ Identifies opportunities for business development</li> <li>➤ Finds ways around restrictions and/or limitations</li> </ul> <p><b>3. Resourceful</b></p> <ul style="list-style-type: none"> <li>➤ Achieves maximum benefit from resources available</li> <li>➤ Seizes opportunities as they arise</li> <li>➤ Develops and maintains useful networks</li> </ul> <p><b>4. Customer Focus</b> (internal or external)</p> <ul style="list-style-type: none"> <li>➤ Uses customer feedback to continuously improve the customer experience</li> <li>➤ Considers future needs of customers</li> <li>➤ Puts in place effective solutions to avoid repetition of customer complaints</li> </ul>

