

Job Title: Partnerships Administrator

Grade: 5

Salary: £26,707 to £31,236 per annum, pro-rata if part-time

Department: College of Social Sciences, Arts and Humanities

Hours/Contract: Full time or job share, permanent

Job Family: Management and Administration

Reference: 13735

Role Purpose

To work as part of the Student Engagement, supporting the Placement Coordinator in the delivery of efficient, proactive and customer focused administrative service for partnership activity, student placements and related engagement activities. The role will coordinate day-to-day administrative processes, maintain effective relationships with internal and external partners, and support the delivery of high-quality services that enhance student experience and ensure compliance with university policies and procedures.

Main Duties and Responsibilities	% Time
Service Delivery: • Work as part of the Student Engagement team to deliver an efficient, customer-focused administrative service supporting partnership activity, student placements and related engagement initiative; • Act as first point of contact for routine enquiries from students, placement providers and internal colleagues, resolving queries of varying complexity using own judgement in deciding when to escalate; • Support the operational delivery for student placement, including liaising with academic staff and external partners to facilitate placements planning and allocation; • Assist with the organisation of placement briefings, mentor training, partnership meetings and other activities supporting placement delivery; • Develop and maintain effective working relationships with internal and external stakeholders to support the delivery of placements and partnerships; • Support the Partnerships Coordinator in maintaining effective partnerships with placement providers and identifying opportunities to enhance partnership working; • Contribute to continuous improvement of administrative processes, systems and customer service.	40



Student Administration: • Co-ordinate the completion, administration and evaluation of placement documentation; • Support the development of placement correspondence and guidance for students, placement providers and academic staff; • Maintain accurate student and placement records using University system; • Support administrative processes associated with student progression and placement requirements; • Respond to student enquiries, providing timely and accurate information throughout the placement lifecycle; • Support financial administration associated with placements, partnerships and events, including raising purchase orders, processing invoices and maintaining accurate financial records in accordance with University procedures.	25
Data and Quality Assurance: • Maintain accurate administrative systems and records supporting partnership and placement activity; • Collate, analyse and produce routine reports to support placement activity, quality assurance and service monitoring; • Ensure compliance with University policies, data protection requirements and agreed procedures; • Assist in monitoring feedback from students and placement providers, highlighting trends and issues to the Partnerships Coordinator; • Support the preparation of information required for internal and external reporting.	20
Marketing, events planning and organisation: • Support the planning and organization of partnerships events, placement briefings, conferences and other engagement activities; • Coordinate the detailed planning and organisation of professional development events and courses; • Coordinate venues, resources, facilitators, catering and equipment required	15



for events; • Communicate effectively with participants, speakers and external partners to ensure events run smoothly; • Support the administration of the College's social media channels, including preparing and scheduling occasional content to promote partnership activities and events. • Support marketing and student recruitment activities relating to partnership programmes where required; • Coordinate and oversee the work of staff, student ambassadors or temporary workers supporting events, providing day-to-day direction to ensure activities are delivered successfully.	
Internal and External Relationships	
• Regular contact with the Placement Coordinator, Student Engagement Manager and Student Experience Manager • Regular contact with College Leadership Team • Regular contact with other administrative staff as part of the shared support structure as well as the College and the wider University • Regular contact with academic staff members • Regular contact with external partners • Regular contact with other University departments including HR and Finance. • Dealing confidentially, diplomatically and efficiently with staff, students and external contacts.	
Planning and Organising	
• Plan own work weeks in advance, contribute to the organisation of departmental activities and prioritise your own work activities. • Have an awareness of key milestones and use a proactive approach to ensure deadlines are met. • Be able to respond to new pressures, including those arising from non-standard work, as required by the manager.	
Qualifications, Knowledge and Experience	





Essential

- Educated to A level standard or equivalent, plus some work experience in a relevant role OR significant relevant work experience in comparable setting*
- Demonstrate experience of managing a complex record system
- Experience of using initiative and judgement to resolve problems independently*
- Experience of motivating and communicating with a team of staff*
- Experience of working within a continuous improvement culture
- Knowledge of Data Protection and an ability to deal with confidential issues in a sensitive manner.
- Substantial administration experience supporting multi- functional teams in a changing environment*
- Experience of supporting a digital learning and teaching environment.

Desirable

- Knowledge of current issues and trends relating to the University of Leicester, HE provision and primary/secondary education.
- Event management experience*
- Working knowledge of relevant University systems e.g. SITS, SAP, Smarter Purchasing.

Skills, Abilities and Competencies

Essential

- Excellent IT skills and knowledge including use of Microsoft Office package
- Ability to understand regulations and policies and interpret this into appropriate advice and guidance.
- Effective communication skills, both written and verbal, report writing skills, and ability to communicate with staff and students at all levels*
- Excellent customer service skills, with experience of responding efficiently and effectively to all types of enquiries
- Excellent team working skills with the ability to work collaboratively and co-operatively with colleagues.





- Ability to analyse, present and draw conclusions from straightforward information/
- Ability to pro-actively contribute to the resolution of problems and the improvement of systems and processes
- Flexible and positive approach to work with experience of adapting own skills to new circumstances
- A proactive approach towards workload, with the ability to multi-task and complete tasks promptly, accurately and with attention to detail
- Self-motivated, with ability to generate own work and work on own initiative.
- Confident and professional manner and ability to act with discretion and diplomacy.
- Strong organisational skills.

****Criteria to be used in shortlisting candidates for interview***

Criminal Declaration

If you become an employee, you must inform your manager immediately, in writing, if you are the subject of any current or future police investigations/legal proceedings, which could result in a criminal offence, conviction, caution, bind-over or charges, or warnings.

Supporting University Activities

As a University of Leicester citizen, you are encouraged to support key university activities such as clearing, graduation ceremonies, student registration and recruitment open days. We encourage all staff as citizens to work flexibly across the University if required. If supporting these activities is likely to affect your workload, please speak to your line manager in the first instance

University Values

Inclusive - We are diverse in our makeup and united in ambition. Our diversity is our strength and makes our community stronger.

Inspiring - We are passionate about inspiring individuals to succeed and realise their ambitions. We challenge our community to think differently, to get involved, and to constantly embrace new ideas.

Impactful - As Citizens of Change we will generate new ideas which deliver impact and empower our community

Freedom of Speech

The University is committed to upholding freedom of speech and academic freedom within the law throughout our recruitment processes. We ensure that all candidates are considered based on merit and suitability for the role, without regard to their lawful viewpoints or the expression of challenging or





controversial ideas. Our recruitment policies and practices are designed to protect applicants from discrimination or adverse treatment on the basis of their opinions, and to foster an environment where open debate and diverse perspectives are valued as essential to our academic mission.

Equity and Diversity

We believe that equity, diversity and inclusion is integral to a successful modern workplace. By developing and implementing policies and systems that challenge stereotypes across all aspects of our work, we have a culture that recognises and values the diverse contributions of our staff which benefits everyone. Our strong values of inclusivity and equality support our efforts to attract a diverse range of high quality staff and students, and identify our University as a progressive and innovative workplace that mainstreams equality, diversity and inclusion.

