



Job Title:	Placement Administrator
Grade:	4
Salary:	£24,590 to £26,707 per annum pro rata
Department:	School of Healthcare
Hours/Contract:	Part time (17.5 hours per week), permanent
Job Family:	Management and Administration
Reference:	12102

Role Purpose

Working in support of our Programme Coordinators, this new role will provide administrative support across a range of responsibilities as part of the School of Healthcare's Placement Team. The placement team supports academic Placement Leads in organising professional, accessible and sustainable placements that train the next generation of Pharmacy, Nursing, Midwifery, Physiotherapy, Radiography, ODP and Optometry professionals.

A key challenge for the team is the broad geographic area in which our students may accept placements. To meet this challenge the school has developed a highly successful and unique student car lease initiative. This advertised role will be integral to the continued success of that initiative, taking on student-facing and first point of contact responsibilities that will deliver excellent customer service in-person, over the phone and online to support students, staff, clinical placement providers and other external groups.

The role is office-based but will involve some outdoors activity to facilitate vehicle handovers. Candidates will need to be available to work on Mondays and Fridays as these are key days for vehicle handovers.

Resources Managed

Working in support of the Placement Coordinators and Placement Leads, assist with maintaining up to date policy documentation and student guidance year-to-year in areas such as: vehicle lease collection, release and return; placement attendance and tracking; placement expenses claims.

Following appropriate training, develop operational knowledge of MyKnowledgeMap (MKM) online portal for tracking placement engagement. Create and maintain site areas and provide user-guidance and troubleshooting for students and staff.

Identify obvious patterns in data (e.g. related to student funding claims), escalating concerns to senior colleagues to resolve as appropriate.





Main Duties and Responsibilities

Administrative duties as they relate to the provision of lease and rental cars for students attending placement. .

- Presenting set policy summaries to students verbally and/or in writing
- Supporting outgoing/incoming delivery of University-leased and privately-leased rental vehicles
- Checking vehicles for obvious external blemishes and damage; logging and reporting issues as necessary and keeping clear records.
- Arranging and keeping records of vehicle key deposit, retention and distribution
- Assisting with the review of School guidance and policy documents to ensure they remain relevant and fit for purpose
- Recording and maintaining a clear audit trail of all related activity.

Provide support to students claiming NHSE Travel & Dual Accommodation Expenses (TDAE).

- Assist in maintaining and distributing guidance materials for students
- Respond to routine student queries about completing TDAE submissions, referring complex issues as appropriate
- Following clear guidance, check submitted claims for completeness and accuracy
- Flag issues to students using standardised responses
- Supporting Placement Coordinators with reports from the TDAE online portal as needed.

First point of contact for placement-related queries.

- Welcoming visitors
- Shared mailbox email support, including triage of messages and resolution of common queries
- First responder to telephone calls
- Support to Placement Coordinators as needed with communication to the student body and other stakeholders through mail merge, Microsoft Forms and other tools.

Support tracking of placements using MyKnowledgeMap (MKM).

- After receiving training, provide administrative assistance to the Placement Coordinators and placement leads
- Enrol/remove students into/from the MKM online portal
- Draft and maintain online portal site areas following clear templates
- Based on student feedback, assist the Placement Coordinators in drafting bespoke user-guidance as it pertains to School of Healthcare placements
- Provide end-user support by troubleshooting general student, staff and placement provider queries

Committee Servicing

- Act as secretary to Placement Management
- Coordinate diaries to arrange meetings
- Collate and publish agendas
- Take minutes and actions points
- Follow up action points with members





Internal and External Relationships

- Work closely with Placement Coordinators, Practice Education lead for the School and Placement Leads for all programmes
- First point of contact for all queries received to Placement Team shared inbox, phones and reception.
- Liaison with students, staff and external placement providers in the University, the NHS and private companies in relation to student placements.
- Liaison with staff at private vehicle lease companies to coordinate receipt and return of lease vehicles.
- Liaison with colleagues across the School of Healthcare, College of Life Sciences and central teams as appropriate.

Planning and Organising

- Accuracy, attention to detail, and a methodical approach to record-keeping are essential. The role requires initiative, independent working, and a collaborative approach to shared responsibilities.
- Manage own time to ensure timely support to all stakeholders and completion of tasks to appropriate deadlines.
- Demonstrate strong organisational skills and the ability to manage multiple administrative processes efficiently. Plan and prioritise workload effectively, balancing routine and time-sensitive tasks.
- Develop understanding of policy guidance and confidence in communicating clear, structured information to students and colleagues. Should demonstrate competence in using digital systems, and a proactive attitude toward improving processes.
- Develop operational knowledge over time of the clinical placement landscape and SHCPT's administrative infrastructure. Follow internal processes and regulatory policies as they pertain to tracking and facilitating student attendance, engagement and expenses, and placement provider payment and troubleshooting.
- Recognise when individual problems manifest into broader issues and escalate these as appropriate.

Qualifications, Knowledge and Experience

Essential

- Educated to GCSE level or equivalent (including English and Mathematics at Grade C or above).
- Experience in administrative or customer service roles, ideally in Higher Education or the NHS.
- Evidence of excellent working knowledge of Microsoft Office and digital systems, with a willingness to learn new tools.*
- Experience communicating with a range of stakeholders, including students and external partners





Desirable

- Knowledge of Healthcare education and clinical placements.

Skills, Abilities and Competencies

Essential

- Strong organisational skills with the ability to prioritise and manage competing tasks.
- Clear and professional communication, both written and verbal.
- Attention to detail and accuracy in data handling and record-keeping.
- Ability to work independently and escalate issues appropriately.
- Customer-focused, approachable, and responsive to student and stakeholder needs.
- Adaptable and team-oriented, with a proactive approach to improving processes.
- Proven ability to follow procedures, manage records accurately, and handle confidential information.*

Desirable

- Ability to understand and comply with relevant internal/external policies and procedures in the workplace.
- Ability to assess data and information, and to identify problems.

****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.

