Post Details	Last Updated: 19 October 2026		
Faculty/Administrative/Service Department	Chief Student Officer Directorate Student Employability and Enterprise		
Job Title	Student Placements & Employability Coordinator		
Job Family	Professional Services	**Job Level**	2b
Responsible to	Student Placements and Opportunities Manager		
Responsible for (Staff)	n/a		

Job Purpose Statement

The post holder will be responsible for delivering a professional administrative service as a member of the central Professional Training and Employability team. Responsibilities will be commensurate with the level of their appointment working within a specialist team. The post holder will organise and prioritise their work within a centrally-based, faculty-facing operating environment, and will be responsible to the Student Placements and Opportunities Manager. The post holder is expected to be a specialist with primary responsibility for supporting the specific functional area of administration for Professional Training and Employability. The post holder will support improvements to greater efficiencies in the running of the Professional Training programme and increase the number of students and employers participating in Professional Training and Employability activity across the University. The ultimate aim of this post is to increase the employability of Surrey Graduates.

Key Responsibilities This document is not designed to be a list of all tasks undertaken but an outline record of the main responsibilities (5 to 8 maximum)

1. To provide competent administration and management of activities relating to Professional Training placements across the assigned Departments and Schools to deliver a high quality and professional service. This may include: maintaining placement records, student/staff/external enquiries, supporting committees/key meetings, supporting allocation processes and PRSB and professional bodies related administration.
2. Undertake the day-to-day administration of Professional Training and Employability to ensure that targets and objectives are met. This may include: organising interviews, CV submissions, student briefing and debriefing, careers support, student engagement at all levels, handbooks and supporting visits.
3. Contribute to improving processes and procedures, as directed by the Student Placements and Opportunities Manager. Up to date knowledge of University Regulations and Faculty/University policy is required to ensure that changes are compliant and in line with existing guidance.
4. Ensure accurate student records are kept in the student management system (SITS), on the web/VLE and any other agreed supporting-systems. Producing regular reports on placement allocations, student numbers and company contacts as required.
5. Support key student/Department/School/Faculty events such as Welcome Week, Graduation, Applicant Days, Open Days, Return Days, Industry Days.
6. To build and maintain effective working relationships with academic staff and colleagues in all the Faculties and from the wider Student Services and Administration Directorate.
7. To demonstrate excellent customer service skills to create and maintain strong links with external partners, placement providers and other associated staff. To participate in visits from external partners as required.
8. To undertake small projects as directed by the Head of Employability.

N.B. The above list is not exhaustive.

All staff are expected to:

- Positively support equality of opportunity and equity of treatment to colleagues and students in accordance with the University of Surrey Equal Opportunities Policy.
- Work to achieve the aims of our Environmental Policy and promote awareness to colleagues and students.
- Follow University/departmental policies and working practices in ensuring that no breaches of information security result from their actions.
- Ensure they are aware of and abide by all relevant University Regulations and Policies relevant to the role.
- Undertake such other duties within the scope of the post as may be requested by your Manager.
- Work supportively with colleagues, operating in a collegiate manner at all times.

Help maintain a safe working environment by:

- Attending training in Health and Safety requirements as necessary, both on appointment and as changes in duties and techniques demand.
- Following local codes of safe working practices and the University of Surrey Health and Safety Policy.

Elements of the Role

Planning and Organising

The post holder will be required to undertake routine daily responsibilities within established processes and procedures with minimum day to day supervision, but work under the guidance of the Student Employability and Opportunities Lead. The post requires a confident, self-motivated person with initiative and drive who will be comfortable planning their own workload with minimal supervision from their line manager (or equivalent). The post holder will have the latitude within their daily/weekly work routine to organise and prioritise their work, without supervisory approval, as long as key deadlines and objectives are met. It is critical that the post holder demonstrate initiative and flexibility in the arrangement of their work priorities; this will include successfully managing any conflicting demands, possessing an awareness of the options available and being able to make effective and appropriate decisions.

Problem Solving and Decision Making

Within the scope of the role the post holder will be presented with a variety of sometimes complex, administrative or customer-related issues, where the most appropriate course of action will often be a matter of choice, influenced by prior exposure or experience. In other instances work actions are very well defined procedurally and the post holder is able to reference and apply established policies, procedures in order to determine a suitable course of action/outcome or apply their specialist knowledge of university regulations or other relevant regulatory frameworks. Although the role is covered by standard instructions and procedures, there may be some latitude to alter the sequence of procedures, based on varying situations encountered. The post holder may also experience more unusual queries or issues, where there is little established guidance or protocol. In these cases the post holder is required to interpret past precedents and apply their judgement to determine an appropriate course of action or where resolution is not straightforward to refer the matter to a senior member of the team for guidance/resolution.

Continuous Improvement

The post holder is expected to identify and suggest to their line manager any improvements or developments to current working practices and to develop new and improved ways of working.

Accountability

The post holder is accountable for the day-to-day management of their workload and will work closely with the Student Placements and Opportunities Manager to ensure the improved effectiveness and efficiency of these activities. The post holder is responsible for ensuring that a defined number of students at the University go on a work, study or research placement and/or have access to opportunities to develop employability skills that employers require.

Dimensions of the role

The post impacts across academic departments where there exists a placement component to courses. The post holder will work with their line manager and the Professional Training and Employability team to support the activities of the Directors of Employability within the academic departments. The post holder does not hold budgetary responsibility.

Supplementary Information

In performing their duties the post holder must be aware and compliant with university regulations and show excellent attention to detail in maintaining/updating information in SITS. They are responsible for providing excellent customer service both on the telephone, via email and in person to students, staff and external associates and to respond to their enquiries in a courteous and helpful manner.

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Person Specification This section describes the sum total of knowledge, experience & competence required by the post holder that is necessary for standard acceptable performance in carrying out this role.		
Qualifications and Professional Memberships		
Vocational qualifications plus several years relevant work experience. Or: Learning gained through work experience of a number of years. Will include short courses and other formal training.		E
Technical Competencies (Experience and Knowledge) This section contains the level of competency required to carry out the role (please refer to the Competency Framework for clarification where needed and the Job Matching Guidance).	**Essential/ Desirable**	**Level 1-3**
Broad relevant experience regarding administration and data management systems	E	2
Advanced IT skills, particularly MS office packages (e.g. Word, Excel, Access, Powerpoint etc), student records systems	E	2
Accuracy and attention to detail	E	2
Experience of working independently in relation to less routine activities	E	2
Experience of the SITS system for student and programme administration	D	1
A proactive approach, with the ability to use initiative in dealing with issues as well as a flexible approach to work, able to multi-task, satisfying the needs to different groups	E	1
Customer Care experience or training	D	N/A
Experience of the Higher Education Sector	D	N/A
Basic awareness of the activities of the University	D	N/A
Special Requirements:		**Essential/ Desirable**
Some weekend/evening work may be required as directed by the Director of Employability Annual leave may be restricted at key times during the year.		E
Core Competencies This section contains the level of competency required to carry out this role. (Please refer to the competency framework for clarification where needed). n/a (not applicable) should be placed, where the competency is not a requirement of the grade.		**Level 1-3**
Communication		2
Adaptability / Flexibility		2
Customer/Client service and support		2
Planning and Organising		1
Continuous Improvement		2
Problem Solving and Decision Making Skills		2
Managing and Developing Performance		n/a
Creative and Analytical Thinking		n/a
Influencing, Persuasion and Negotiation Skills		n/a
Strategic Thinking & Leadership		n/a
This Job Purpose reflects the core activities of the post. As the Department/Faculty and the post holder develop, there will inevitably be some changes to the duties for which the post is responsible, and possibly to the emphasis of the post itself. The University expects that the post holder will recognise this and will adopt a flexible approach to work. This could include undertaking relevant training where necessary. Should significant changes to the Job Purpose become necessary, the post holder will be consulted and the changes reflected in a revised Job Purpose.		
Organisational/Departmental Information & Key Relationships		

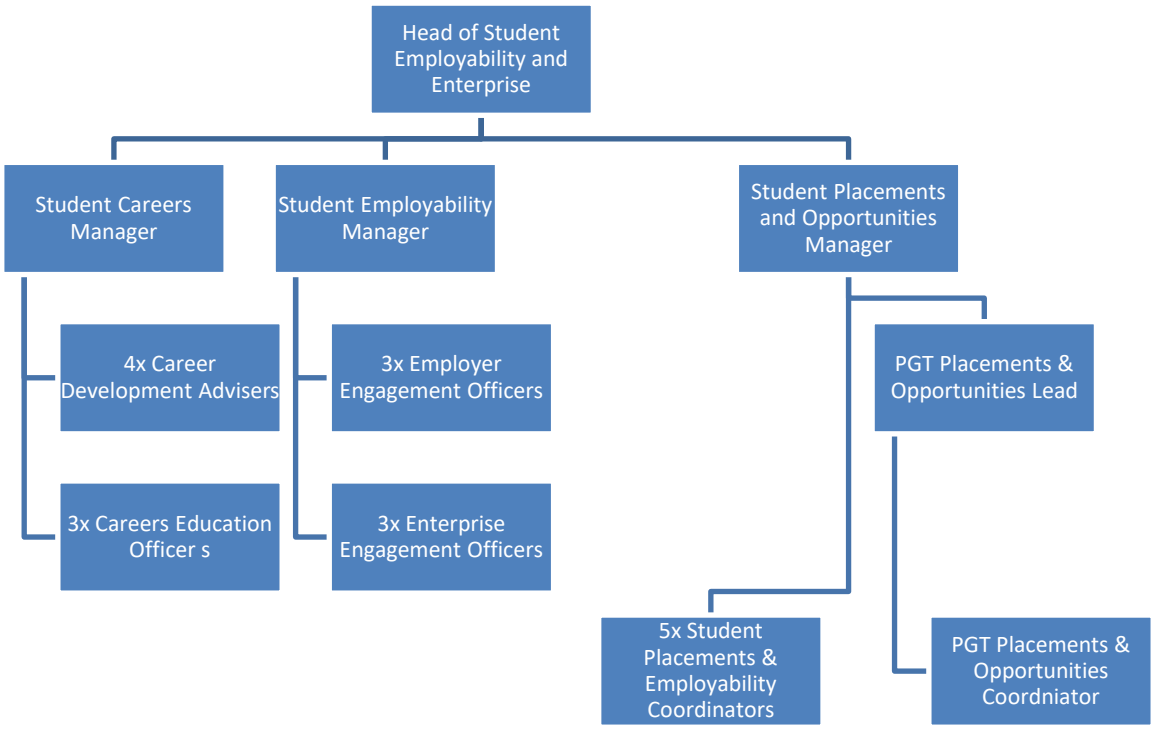
Background Information

The University of Surrey has a long history supporting students going on work placements and study exchange as part of their degree programme and contextualising employability as part of the broader student learning experience.

Looking ahead, the University recognises the need to invest in employability in order to ensure that the University is attractive to potential students, that it ensures employability is appropriately contextualised in the student learning journey and that it maintains the strong industry links that our academics have in the UK, in Europe and internationally.

The ultimate aim of this post is to increase the employability of Surrey Graduates.

Department Structure Chart



Relationships

Internal

The post holder will maintain strong relationships and regular contact with Placement Tutors in the faculties. The post holder will work with the wider Professional Training, Careers and Employability team, including colleagues in the Student Employability and Enterprise service. Other internal stakeholders to work with include Student Services and Administration, International Engagement Office (IEO), the Students' Union and where relevant, other parts of the University.

External

The post holder will maintain relationships with a wide range of external stakeholders, including placement providers, alumni and employers in general.