



JOB DESCRIPTION

1. JOB SPECIFICS	
Job Title:	Internship Coordinator
Reports to:	Internships & Employer Engagement Manager
Location:	
Department:	Operations HE

2. ABOUT THE ROLE	
What you'll be doing?	You'll assist the Internship & Employer Engagement Manager with the successful guidance of students in securing work experience. You'll also be responsible for the administration of all aspects of the various work experience processes - placement years, Advance Practice Internships & work experience internships
Key Responsibilities	<p>Establish and maintain a professional level of contact with all organisations providing placement opportunities; maintain the database, generate and progress placement opportunities</p> <p>Implement the procedures of the Internship & Employer Engagement team</p> <p>Ensure all student placements comply with requirements as per the respective statutory and regulatory bodies</p> <p>Produce timely internship notifications and accompanying correspondence for distribution to students, members of staff and employers</p> <p>Maintain a record of progress and outcomes of all internship activity</p> <p>Produce appropriate reports to; analyse outcomes and assist future planning and targeting; identify shortfalls and contribute to actions to address</p> <p>Contribute to the review of the effectiveness of procedures in use within the Internship team and to suggest and implement improvements</p> <p>Undertake any other duties pertinent to the grade of the post that might be requested at any time.</p>
KPIs & SLAs	<p>Meeting internal QA and university partner standards</p> <p>Staff development KPIs</p> <p>Compliances with university expectations and regulations</p>
Key Working Relationships	<p>Internal:</p> <p>QAHE Internships team & The Careers Service</p> <p>Academic delivery team</p> <p>External:</p> <p>Students</p>

	<p>University partners and other external stakeholders</p> <p>Host companies</p>
--	----------------------------------------------------------------------------------

3. ABOUT YOU

Skills & Abilities	<p>Desire to provide excellent customer service</p> <p>Comfortable using databases and analysing large data with the ability to understand and maintain appropriate levels of confidentiality</p> <p>Ability to communicate effectively with a wide range of internal and external stakeholders</p> <p>Confident and able to work both as a member of a team and independently when required</p> <p>Good planning and organisational skills with the ability to work to fixed deadlines</p> <p>Proficiency in the use of Microsoft Office</p>
Your Experience	<p>Administrative experience and process management (Essential)</p> <p>Reviewing CVs for work experience purposes</p> <p>Managing internships for students (Desirable)</p> <p>Working with host companies in an internship context (Desirable)</p>
Your Knowledge	<p>Understanding of higher education</p> <p>Understanding of the purpose of internships</p> <p>Student support and learning delivery</p> <p>University policies and procedures</p>
Your Qualifications	<p>Degree in a related area</p> <p>OR</p> <p>Equivalent experience in a Higher Education administrative role with IAG qualification (desirable)</p>
What you'll bring to QA	<p>Willingness to increase personal knowledge of developments and research in own Mentoring, Training and Coaching Ability</p> <p>Confident and self-motivated</p>