

Job Description – Work Experience Placement Officer

Reports to:	Services to Education Team Leader
Working Location:	From Home and Plymouth Office

Job Purpose

The Work Experience Placement Officer will support young people across the region to access safe work experience programmes. This will involve close liaison with schools and colleges to understand their student needs, manage the placement process and liaison with employers to ensure placements are safe.

You will maintain efficient and accurate records, e-files, and all supporting documentation.

Responsibilities

Various responsibilities including but not limited to:

- Provide administration support to for the work experience programme
- Processing original project paperwork in accordance with programme requirements, including compliance and quality checks.
- Data inputting of information/records.
- Maintaining accurate files, e-files, and records.
- To provide project and contract administration support.
- To provide cover for team members within the Services to Education Team when required.

Main Duties

- To ensure full placement support is provided to the work experience programme.
- To input data onto the appropriate databases/CCIS systems in a timely manner.
- To have high levels of accuracy and attention to detail.
- To maintain knowledge of all Services to Education activities.
- To progress email queries from inboxes and telephone queries. Liaise with providers, project staff, contracts and accounts department as necessary.
- To operate as a focal point in the absence of team members, and to deal with customer enquiries positively and efficiently, maintaining a record of queries and responses and updating the relevant procedures where appropriate.
- To respond to queries where required in a timely manner.
- To provide administrative support to team members as and when required.
- Assisting the Finance Department with regards to contract administration and processes in accordance with CSW procedures.
- Keeping records up to date.

- Keeping appropriate records in accordance with contractual and financial regulations.
- Providing support to Managers when required.
- To carry out ad-hoc administration tasks as required.
- To promote CSW Group where relevant and act as an ambassador for the organisation.
- To negotiate and review with your line manager personal objectives, outcomes and training needs within the staff performance, appraisal and development scheme and take responsibility for personal professional development.
- To ensure that all company policies and procedures including equal opportunities and health and safety policies and procedures are always adhered to.
- To embrace and optimise the use of ICT within the role.
- To carry out employer Duty of Care checks either face to face or by telephone.
- To be aware of the principles of the data protection legislation and of the current company codes of practice.
- To adhere to the company policy of commitment to Prevent and Safeguarding and promoting the welfare of children, young people, and vulnerable adults and to ensure that safeguarding arrangements are in place and are complied with.

General

- Must be prepared to work flexible hours.
- Must be prepared to work from home or from Head Office (Plymouth)
- The commitment to safeguarding and promoting the welfare of children, young people, and vulnerable adults

Person Specification

Skills

Essential Skills/Experience

- All aspects of customer service skills, bringing energy and personal values to the role
- Works well in fast paced, pressurised environments
- A strong team player but also can work independently using own initiative
- Excellent attention to detail
- Organised and good at prioritising
- Enthusiastic and flexible with a good work ethic and keen to learn
- Excellent digital and ICT skills to include Microsoft Word and Excel
- Working towards measurable targets and deadlines
- The ability to be proactive and to use your own initiative
- Numeracy and literacy skills
- Personal confidence and resilience
- Exceptional standards of honesty, integrity, and confidentiality

Desirable Skills/Experience

- Experience of working in a similar role
- Sales and Marketing experience
- Working within the community building and developing relationships
- Experience of working within Schools/Colleges
- Use the internet regularly to harness information and love social media in particular Twitter, Facebook, Instagram, and LinkedIn.