

SECTION A: THE ROLE	
Job Title:	Placements Manager
Job Grade:	Grade 07
Job Family:	Services
Institute / Service:	Academic Registry
Job Location:	Lancaster
Responsible To:	Head of Student Systems and Data
Responsible For:	Placement Officer Placement Administrators
Role Purpose:	
The Placements Manager leads the delivery and continuous improvement of the University's placement administration service, ensuring high-quality, compliant and student-focused support for placement activity across all academic disciplines. The role is responsible for managing the Placements Team, developing policies and processes, and ensuring placement administration aligns with university regulations, legislative requirements and sector best practice. Working collaboratively with academic colleagues, professional services, placement providers and external partners, the post holder provides expert advice, drives service enhancement and supports effective governance, reporting and risk management. The role also has responsibility for the management and development of the University's placement systems, including InPlace, PARE and Mosaic, ensuring data quality, system effectiveness and compliance with institutional and regulatory requirements.	

SECTION B: PRINCIPAL DUTIES/KEY OBJECTIVES	
1.	Lead and manage the University's placement administration service, ensuring the delivery of efficient, high-quality and compliant support for placement activity across all Institutes and disciplines. Provide leadership to the Placement Team, setting objectives, monitoring performance, managing resources and driving a culture of continuous improvement and customer-focused service delivery.
2.	Develop, implement and review placement-related policies, procedures and operational frameworks to ensure compliance with university regulations, legislative requirements, professional standards and external regulatory expectations. Contribute specialist expertise to institutional governance, risk management and quality assurance processes.
3.	Build and maintain effective relationships with academic departments, professional services, placement providers, employers and external agencies. Act as the principal administrative lead for placement activity, providing expert advice and ensuring effective collaboration to support student success, partner engagement and institutional priorities.

4.	Manage budgets and resources associated with placement activity, including forecasting, monitoring expenditure, procurement, contractual arrangements and financial reporting. Ensure effective financial controls and value-for-money principles are applied across all placement-related operations.
5.	Lead the management and development of placement systems, records and reporting processes, ensuring data integrity, security and compliance. Analyse and interpret management information to support operational planning, performance monitoring, strategic decision-making and the fulfilment of internal and external reporting requirements.
6.	Oversee placement-related communications, student engagement activities and support processes, ensuring students receive effective guidance throughout their placement journey. Lead service improvement initiatives, using feedback, performance data and sector developments to enhance the student experience, improve operational effectiveness and support equitable access to placement opportunities.

Additional Information:

You will on occasions and in line with operational needs:

- Be required to work different hours including at weekends/evenings;
- Be required to travel to other campuses and sites as necessary.

In addition to the duties listed here, you will be required to perform other duties which are assigned from time to time. However, such other duties will be reasonable in relation to the grade.

It is the University's intention that this role description is seen as a guide to the major areas and duties for which the post holder is accountable. However, the business will change and the post holder's obligations will vary and develop. The description should be seen as a guide and not as a permanent, definitive and exhaustive statement.

Our Values:

At the University of Cumbria, our values shape the way we work, our culture and environment.

We are PERSONAL

Individuals are at the heart of what we do, and our culture of belonging recognises and supports every person. As an institution, we have mutual respect for those we work with and for and we care about understanding each other's challenges and helping one another to thrive.

We are PROGRESSIVE

As a university we have a determination to deliver our mission, which keeps us open to opportunities in front of us. We encourage thoughtful and inspirational ideas, and we tackle problems proactively, with optimism, creativity and courage.

We are ENGAGED

As stewards of knowledge and place, it is our privilege to champion the region and advocate for the value of education. The University of Cumbria is welcoming to different perspectives, expertise and experiences and we are committed to building and nurturing strong links with our communities.

Providing an Inclusive Environment:

The University of Cumbria is committed to providing an inclusive environment, where staff, students and visitors are encouraged to be their true self, in order to enhance the individual and collective experience. As a university community, we share the social responsibility of enabling this inclusive environment by valuing, respecting and celebrating differences, to ensure that we generate a sense of understanding and belonging.

The university recognises that our differences are our strength, seeking and valuing different perspectives and ideas, in an environment that is without prejudice and bias.

Criteria for Grade 7 Role Title: Placements Manager	Essential/ Desirable	To be identified by:
Qualifications Educated to RQF Level 6 (degree level or equivalent) or equivalent experience. Professional qualification or membership of professional administration body such as the AUA (or equivalent experience).	Essential Desirable	Application Form Application Form
Experience Previous experience in a relevant role dealing with administrative and information management systems and understanding of the relevant terminology. Experience of working in higher education and/or awareness of wider University, HE issues and external changes such as innovations, changes in legislation/regulation which impact on the job.	Essential Essential	Supporting Statement/Interview Application Form/Interview
Knowledge, skills and abilities Detailed knowledge of own service area and products/services to act as a main point of contact/point of referral for specific procedures, systems, processes, etc. Ability to lead, manage and develop a work area, motivating, developing and encouraging the commitment to learn/secure high performance in others. Organisation and time management skills to plan and organise activities and events of some complexity including relevant budgeting and planning processes. Ability to input into the development of Service policy, to propose and implement improvements to systems and working methods and develop internal and external networks. Skills to research collate and edit material for inclusion in reports/other documents. Ability to analyse and solve problems with an appreciation of possible longer-term implications. Ability to explain/present detailed information to non-experts, and to negotiate, and represent work issues on behalf of the Service/Department. Knowledge of relevant IT packages, information systems and procedures, ability to adapt/transfer skills to use new technology, development and maintenance of websites, e.g. Office 365. Professional approach to work and work colleagues and an ability to work independently and show initiative.	Essential Essential Essential Essential Essential Essential Essential Essential	Supporting Statement/Interview Supporting Statement/Interview Supporting Statement Interview Application Form/Interview Application Form/Interview Application Form/Interview Application Form/Interview Interview