

Job Description

JOB TITLE:	Industry Placement and Careers Administrator
GRADE:	Support Staff Grade G
REPORTS TO:	Industry Placement and Careers Manager
CAMPUS:	Slough & Langley College
JOB PURPOSE:	To deliver responsive administrative, triage and welcome desk support for the Industry Placement and Careers team. Operating alongside the Group's AI agents and automated workflows - which manage routine record-keeping and reminders - the post holder uses these systems to support routine administrative tasks, while providing a high-quality service to students, employers and cases that need a person.

N.B. This job description is current at the date of issue. It will be reviewed annually and may be updated by the principal.

1 Main Duties

- Assist with all aspects of industry placement and careers administration, ensuring accurate record-keeping and compliance with college policies.
- Use AI agents and automated workflows that support the maintenance of student placement registers, tracking of attendance, follow-up of missing placement documentation, and keeping student and employer records up to date. Check information produced by automated systems, make straightforward corrections where required, and report issues or exceptions to the appropriate colleague.
- Support administratively with the T Level placement process.
- Handle first-line student and employer enquiries through the Group's AI assistants, assessing enquiries to understand their needs, resolving routine queries where appropriate, and identifying when human support is required. Take over enquiries that need personal attention and signpost or refer students to the Careers Adviser or other appropriate support where specialist advice is required.

- Provide a friendly and professional first point of contact for students, staff, and external visitors, assisting with inquiries and signposting support.
- Liaise with students, employers, and academic staff to ensure effective placement arrangements and career service support.
- Support with employer presentations and Careers Fairs.
- Identify simple opportunities to improve administrative processes and reduce repetitive tasks, providing feedback to the Digital team and supporting the testing of new automated workflows where appropriate.

2. General Duties

- Promote a teaching, learning and working environment that is free from discrimination, harassment and bullying and where all students and staff feel safe to express their individuality.
- Be responsible for safeguarding and promoting the welfare of students.
- Maintain student morale and discipline within the college site.
- Through CPD ensure you keep up to date with relevant industry and academic development.
- Conduct yourself whilst undertaking college duties within the parameters of the Group's values.
- Any other duties commensurate with the level of responsibility within the Group.

NOTE

This post is not exempt from the Rehabilitation of Offenders Act 1974. For further details on our policy on the Recruitment of Ex-Offenders can be found [here](#).

PERSON SPECIFICATION - Industry Placement and Careers Administrator

	Essential	Desirable	Source of Evidence
EDUCATIONAL AND PROFESSIONAL QUALIFICATIONS			
L2 English (or equivalent).	X		AF
L2 Maths (or equivalent).	X		AF
EXPERIENCE			
Proven administrative experience, ideally within education, careers, or student support.		X	AF / IV
Strong IT skills, including proficiency in Microsoft Office (Word, Excel, Outlook) and/or Google Workspace.	X		AF / IV
Experience of working with young people.		X	AF / IV
SKILLS, KNOWLEDGE AND ABILITIES			
Excellent communication skills, with the ability to interact professionally with students, employers, and staff.	X		AF / IV
Evidence of using good judgement when checking information, alongside the confidence to spot and query errors.		X	AF / IV
Demonstrable IT skills (including Google Workspace and Microsoft Office) with the ability to comfortably navigate digital management platforms and oversee automated record-keeping systems.	X		AF / IV
Experience using generative AI tools (e.g. Claude or Gemini) to support administrative tasks and communications or a proven willingness and capability to rapidly learn and adopt new digital technologies.		X	AF / IV
Evidenced ability to adapt flexibly to changing priorities, new technology, or shifting workplace demands while maintaining high standards of work.		X	IV
Proven ability to work effectively in a team.		X	IV
Proven organisational skills and the ability to work under pressure and meet deadlines.		X	IV
Proven track record of delivering excellent customer service, with excellent interpersonal and communication skills across face-to-face and digital interactions.		X	AF / IV

KEY:

- Evidence of all of the elements marked AF or AF/IV must be present in the application form in order to be shortlisted for an interview
- All of the elements marked IV will be assessed at interview.
- All of the elements marked AF/IV will also be assessed at interview.
- All or some of the elements may be assessed by the Test/Presentation