

Job Description
Placement Manager - ASB Internship Solutions Ltd.

Responsible for: Daily operation, increase of business, and management

Salary: GBP 20,000 per annum, depending on experience

Reporting to: Managing Director

Purpose:

- Grow business by increasing internship requests, conversion rate, supplier network, and collaborations
- Ensure that all client requests are answered within 1 hour max. of normal office hours
- Be the first point of contact for all clients and internship suppliers
- Be responsible for marketing activities (networking events, trade fairs, print, online)
- Be responsible for signing up new suppliers
- Be responsible for placing the applicants and dealing with any issue occurring
- Be responsible for all administrative issues
- Be responsible for our staff and interns to be trained and managed
- Help establish the Student Houseshare Ltd. business and manage the processes and staff
- Contract new accommodation options for interns
- Conduct presentations at Universities
- Grow our secondary product ranges (language courses, accommodation, events)

Main Responsibilities:

Admin

- Manage the enquiries of the interns from the first email/phone contact to finalizing all paperwork
- Be first point of contact when students have questions, before, during and after the internship
- Use due diligence to interview the students, finding suitable companies and placements and then sending out all necessary paperwork to each party
- Ensure that during and after the internship the students and suppliers are being checked on how the internship is proceeding
- Prepare and participate in the “get-together” for current interns
- Make sure monthly “musical-nights” for current interns are organised by the staff
- Be responsible for making sure to find a solution for both parties if the students or suppliers are not happy (within 24/48 hours, depending on issue)
- Be pro-active in finding new ways to contact more students
- Ensure that students are placed within given deadlines (target: 2 to 3 weeks)
- Increase the turnover per student
- Manage the day to day admin and operations
- Have a hands-on approach to all areas on a daily basis

- Develop communications from external and internal customers to provide an efficient process of data loading for all electronic systems
- Co-ordinate all electronic systems together with our CRM system I-Taros and to improve our CRM systems together with the programming company Ipericon
- Write the yearly sales and marketing plan together with the director
- Increase the turnover through trade fairs/marketing activities/conversion rate

Suppliers

- Sign up new suppliers to take our interns (through online research, cold calling, networking events, trade fair visits and marketing activities)
- Manage all paperwork involved in the marketing activities to universities, schools and other potential partners, and to the students and suppliers
- Be pro-active in research for new companies, branches, positions
- Liaise with the suppliers regarding the students we place, before, during and after the placement
- Achieve personal targets as agreed with the Director

Internal Management

- To train our staff and interns to do research, cold calls, visits to trade fairs, networking evenings and daily admin work to support the placement manager
- Meeting with the Director once a month and meeting with the team once a week on progress of each student, partner, supplier and figures
- Prepare weekly meetings, goals, figures, updates etc

Marketing

- Be pro-active with marketing and PR of our product
- Give talks, power point presentations and lectures at universities about our services (in English and German)
- Expand the business in future to place students internationally
- Development of new suppliers, new ways of increasing the turnover per student (i.e. sponsoring for the website, offering other services to the students, contracting further accommodation options, etc.)
- Attend functions where networking for potential suppliers is possible, and follow up to make sure the new companies send us their job spec and become clients
- Ability to manage special projects internal or external (organizing trade fairs, attending the trade fairs, working with potential staff to grow the business etc.)
- Ensure that our websites is always up to date (www.praktikum-in-london.de)
- Continue developing our written material to always be up to date with what interns and suppliers need
- Manage online marketing, increase awareness on social media, convert business
- Continue regularly with market research
- Develop a search engine optimized new website together with a marketing agency

Student Houseshare Ltd.

- To manage the website and keep it updated
- To research/contract new accommodation options for both “Praktikum in London” and “Student Houseshare”
- To manage the placement process
- To manage the update of the internal “I-Taros” system to be combined with the internship system

Skills:

- Very thorough and highly organised
- German: native level, English: fluent (written and spoken)
- Excellent communicator at all levels
- Patience but with an assertive and persuasive manner is required
- Experience in managing a team of people
- Experience of running the daily business; office/admin
- Highly detailed orientated thorough for all admin work necessary
- Prepare and present reports and written documentation
- Flexibility
- Ability to prioritise work and have a sense of urgency.
- HR skills to feel comfortable to interview the students and the suppliers and match the best option
- Sales skills to win new suppliers
- Presentation skills for meeting, training, networking and workshops to suppliers and universities
- PC literate (Microsoft)

Systems that will be used:

- Microsoft Office (Word, Excel, Power Point)
- I-Taros Database
- Typo3