

PLACEMENT ROLE DESCRIPTION

A placement role description shows the student what their job role is while they are working with you.

It outlines what they will do and what their responsibilities are. It tells supervisors and other people in the business what the student's job involves. It also helps the provider choose the right student for the placement.

It's advisable to write a placement role description for each student, which links to the development objectives and learning goals agreed with the student and their college or school. A few tips are given below followed by guidance on what the role description should cover.

TIPS

- Use straightforward language and avoid jargon
- Tell the student clearly what they will be doing
- Include the organisation's name, address, website and contact details



WHAT SHOULD IT COVER?

THE ORGANISATION

Short description of the organisation and what it does (core activities). Brief statement of your values and mission – could come from your website or recruitment materials. Anything else about the working environment which might help bring it to life for the student.

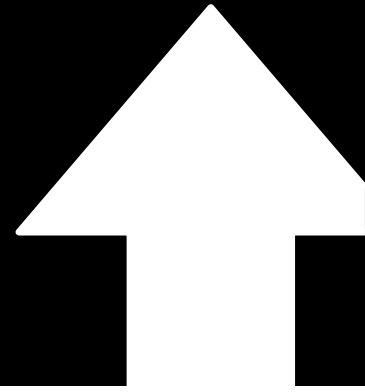
ROLE AND KEY RESPONSIBILITIES

- Title of the role
- Short description of what it involves
- List of key responsibilities
- Job title of their supervisor – the person they will be working with most closely during the placement
- Extra information for the student, e.g. what a typical working day is like

STUDENT SPECIFICATION

Prepare a short description of the key things you're looking for in the student. This could include technical skills, personal attributes and desirable behaviours suiting the role and organisational culture.

DIGITAL



T LEVEL: DIGITAL SUPPORT SERVICES ROLE: SERVICE DESK TECHNICIAN

ROLE AND KEY RESPONSIBILITIES

The role supports our wider team to work effectively and efficiently with continuous digital capability. We rely on digital solutions to help us to manage our products and services with our customers.

Our internal digital helpdesk team supports the work of our agents, brokers and our various departments and keeps them up and running (digitally).

There will be support to staff (internal customers) to help them to diagnose and resolve problems with access to and use of digital tools, hardware, and networks.

Service desk technicians mainly work under direction and to prescribed work and technical solution-finding process flows. When dealing with complex or challenging issues it will be important to escalate to a higher level.

ABOUT THE ORGANISATION

We are a UK based insurance company with around 2,000 staff, specialising in all aspects of the farming, agricultural and environmental sector.

We are committed to providing reasonable adjustments in accordance with applicable law to any student with a disability to allow them to fully participate in the placement.

Our onsite restaurant is heavily subsidised, and we will provide weekly vouchers for student lunches.

Travel links to us are great. Based on xx business park, we are on bus route 510 and only 5 minutes away from xx train station.



STUDENT SPECIFICATION:

This placement should attract a student who:

- Is keen to develop great communication and interpersonal skills working with internal staff, e.g., on the phone, via chat portal, occasionally in person and answering logged queries (known here as tickets).
- Is thorough and pays attention to detail, including taking details, recording actions, progress, and solutions.
- Enjoys analytical work and problem solving to help our team members overcome their IT challenges and get them back working in the business quickly and efficiently.
- Is interested in working within a busy and varied office-based environment helping to introduce new software, upgrading systems, security measures and checking network capabilities and risks.

