Student Support Assistant
Social Policy and Social Work

Closing date: 12 May 2017
Interview date: 26 May 2017
Vacancy reference: 5699
INTRODUCTION

The Department is seeking an enthusiastic and proactive administrator who will work with a team of support staff to assist in its delivery of administrative service to all its staff and students. You will also be responsible for some general office tasks relating to the building and supplies.

This is a busy varied role and you will be expected to provide high levels of customer service. With the ability to work to tight deadlines, whilst maintaining accuracy, you will require high levels of concentration and attention to detail. The Department also encourages our staff to develop personally and to take responsibility for their role, working towards the aims and strategic development of the Department.
Main purpose of the role
To carry out routine, established administrative processes in order to facilitate the smooth running of an administrative service to the Department.

Key responsibilities
(Role holders will be required to undertake some or all of the duties below)

- Respond professionally to enquiries, received on the telephone, in person or electronically, and provide a reception service.
- Provide straightforward advice and support to, or seek information from, departmental staff and external customers. This could be in the form of exceptional circumstances evidence from students; overseas student monitoring information; circulating student disability information to relevant staff; monitoring returns of module evaluations; compiling social work placement feedback; student attendance and engagement information and updating web pages using the CMS. The role holder will support the Departments Service User and Participation Group (SUPA) and will involve liaising with external individuals about meeting dates, sourcing appropriate rooms for meetings, supporting the needs of individuals within the group, arranging travel, along with payments and translation of documents into braille form
- Provide administrative support to departmental committees and meetings by preparing agendas and taking, transcribing and circulating minutes. This area of work includes supporting the SUPA Group, Board of Studies for SPSW and Board of Studies for Criminology. Meetings take place termly.
- Assist in the preparation & production of a wide range of department documentation using different electronic and paper based media. Help will be required with mail outs: copying application documentation on social work interview days, preparing and compiling packs for visit and open days; compiling information packs for overseas visits and designing invitations for graduation or other departmental events.
- Input & extract straightforward data and service-related information using databases, and spreadsheets, and maintain electronic and paper based filing systems. To include:
  - student enrolment;
  - core and option module records;
  - student attendance records;
  - student marks
  - supervisor details
  - departmental archive
  - leave of absence, extensions, withdrawals and transfers.
- Process service-related (SUPA group) payments and administer a petty cash system for travel expenses. Administer the ordering processes for stationery and other goods, raising orders and good receipting on the university's YEP system.
- Responsibility for general building issues using the Facilities Management System for reporting faults or issues. Updating notice boards and ensuring the building is tidy.
- Assist with arranging meetings, events and conferences to include duties such as booking catering, booking rooms, travel and accommodation and circulating information to key people.
- Any other duties that fall within the scope of the role as allocated by the line manager following consultation with the role holder

JOB DESCRIPTION

At a glance

Salary
Grade 3 / £17,898—£21,220 a year

Hours of work
Full Time, 37 hours a week

Contract type
Open Contract

Based at
Heslington Campus West

- Assist in the preparation & production of a wide range of department documentation using different electronic and paper based media. Help will be required with mail outs: copying application documentation on social work interview days, preparing and compiling packs for visit and open days; compiling information packs for overseas visits and designing invitations for graduation or other departmental events.
- Input & extract straightforward data and service-related information using databases, and spreadsheets, and maintain electronic and paper based filing systems. To include:
  - student enrolment;
  - core and option module records;
  - student attendance records;
  - student marks
  - supervisor details
  - departmental archive
  - leave of absence, extensions, withdrawals and transfers.
- Process service-related (SUPA group) payments and administer a petty cash system for travel expenses. Administer the ordering processes for stationery and other goods, raising orders and good receipting on the university's YEP system.
- Responsibility for general building issues using the Facilities Management System for reporting faults or issues. Updating notice boards and ensuring the building is tidy.
- Assist with arranging meetings, events and conferences to include duties such as booking catering, booking rooms, travel and accommodation and circulating information to key people.
- Any other duties that fall within the scope of the role as allocated by the line manager following consultation with the role holder.
## PERSON SPECIFICATION

<table>
<thead>
<tr>
<th>Qualifications</th>
<th>Essential/Desirable</th>
</tr>
</thead>
<tbody>
<tr>
<td>A general education to include 5 GCSE passes at Grade C or above, or an equivalent educational qualification, or relevant experience</td>
<td>Essential</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Knowledge</th>
<th>Essential/Desirable</th>
</tr>
</thead>
<tbody>
<tr>
<td>Knowledge and understanding of the routine practices and procedures used in an administrative office</td>
<td>Essential</td>
</tr>
<tr>
<td>Working knowledge of computer software such as Microsoft Word and Excel</td>
<td>Essential</td>
</tr>
<tr>
<td>Knowledge of the University's procurement system YEP or other such software</td>
<td>Desirable</td>
</tr>
<tr>
<td>Knowledge of University of York information systems – SITS, e-vision, Student Enquiry Screen and data warehouse, although training can be provided</td>
<td>Desirable</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Skills, abilities and competencies</th>
<th>Essential/Desirable</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ability to make efficient and effective use of standard office computer systems including word-processing and spreadsheets</td>
<td>Essential</td>
</tr>
<tr>
<td>Ability to effectively organise and prioritise own work and follow procedures, in order to produce work to a high standard, to required deadlines</td>
<td>Essential</td>
</tr>
<tr>
<td>Ability to work independently to solve a range of straightforward problems relating to administrative processes</td>
<td>Essential</td>
</tr>
<tr>
<td>Ability to contribute to the preparation and production of information and promotional material</td>
<td>Essential</td>
</tr>
<tr>
<td>Ability to input and extract data from databases and spreadsheets, and prepare standard reports</td>
<td>Essential</td>
</tr>
<tr>
<td>Communicates well both written and verbally to a wide range of people</td>
<td>Essential</td>
</tr>
<tr>
<td>Ability to work to a high degree of accuracy, with excellent attention to detail.</td>
<td>Essential</td>
</tr>
<tr>
<td>Ability to deal with confidential information appropriately</td>
<td>Essential</td>
</tr>
</tbody>
</table>
## PERSON SPECIFICATION

### Experience

<table>
<thead>
<tr>
<th>Essential / Desirable</th>
<th>Experience</th>
</tr>
</thead>
<tbody>
<tr>
<td>Essential</td>
<td>Experience of working in an administrative role within a busy office</td>
</tr>
<tr>
<td>Essential</td>
<td>Experience of taking an active part in a team, helping colleagues as required, to ensure tasks are completed on time and to required standards</td>
</tr>
<tr>
<td>Essential</td>
<td>Experience of providing advice on administrative procedures to colleagues and external customers</td>
</tr>
<tr>
<td>Desirable</td>
<td>Experience of working within a front line customer service</td>
</tr>
<tr>
<td>Desirable</td>
<td>Experience of updating webpages</td>
</tr>
<tr>
<td>Desirable</td>
<td>Previous experience of working in Higher Education</td>
</tr>
<tr>
<td>Essential</td>
<td>Experience of maintaining electronic and paper based records accurately</td>
</tr>
</tbody>
</table>

### Personal attributes

<table>
<thead>
<tr>
<th>Essential</th>
<th>Works as a member of a team</th>
</tr>
</thead>
<tbody>
<tr>
<td>Essential</td>
<td>Ability to work under pressure and to tight deadlines</td>
</tr>
<tr>
<td>Essential</td>
<td>Able to adapt to change and service improvements</td>
</tr>
<tr>
<td>Essential</td>
<td>Willingness to work outside standard hours on occasion</td>
</tr>
<tr>
<td>Essential</td>
<td>Good interpersonal skills</td>
</tr>
<tr>
<td>Essential</td>
<td>Cultural awareness and sensitivity</td>
</tr>
</tbody>
</table>
The Department was established in 1966 and has grown over this period to become one of the largest in the world of its type. We currently have 63 FTE academic staff and a further 18.7 FTE staff in managerial, professional and administrative roles. The Department is broken into three constituent parts: the Research and Teaching Unit (RTU) that is responsible for the delivery of degree programmes that comprises separate Social Policy, Social Work and online programme teams; the Social Policy Research Unit (SPRU); and, the Centre for Housing Policy (CHP).

The Department has been fully supported by the University in its aspirations to maintain and develop its research excellence and global reputation, playing an important role in the University as one of nine departments in the Faculty of Social Science. The social sciences at York have a world class standing, and, as noted by the previous Chief Executive of ESRC, bring together one of the greatest concentrations of social science researchers in the UK, one of a handful of social science groupings which has secured two Queen’s Anniversary Prize Awards, one of which was awarded to the Social Policy Research Unit (SPRU) in recognition of the pioneering and high impact work it has lead since its formation in 1973.

There are excellent connections between Social Policy & Social Work and other Social Science departments such as, Education, Economics, Health Sciences, Law, Management, Politics and Sociology as well as with the sciences and Humanities.

We are a collegiate and research-intensive Department that also takes teaching and administration very seriously. We celebrate our 50th anniversary this academic year and the University has invested considerably in new appointments at all levels over recent years as we look to build on our reputation and expertise in key areas for the next 50 years. This reflects the shared of ambition of the University and the Department to make the University of York one of the world’s leading centres for social policy teaching and research.

Research

The Department has a strong research profile, ranking 24th in the world for Social Policy in the 2017 QS World University Rankings. In the 2014 Research Excellence Framework (REF) we were placed 3rd overall for Social Work and Social Policy and equal first for research impact, with 54% of our research activity rated as world leading. Research income generated by the Department is in excess of £2 million per annum.

Alongside the two major Research Centres (SPRU and CHP), staff working in all parts of the Department are actively engaged in research and scholarship and we have more
recently established a number of thematic research centres which operate across the Department including the Centre for Research in Comparative and Global Social Policy (CRCG), the Centre for Childhood, Youth and Family Research and the International Centre for Mental Health Social Research. As this indicates, our work addresses a wide range of themes, including: children and young people; comparative, global and international social policy; families and children; housing; health and social care; social work; social security; welfare, employment and citizenship. The Department is home to the ESRC’s Welfare Conditionality project, a five-year £2 million collaborative research programme headed by Peter Dwyer. In addition, the Department also works closely with the University of York’s Institute for Effective Education (IEE), Centre for Women’s Studies (CWS), Centre for Urban Studies (CURB) and York Environmental Sustainability Institute (YESI).

A key dimension of the Department’s current long-term strategic plan has been to place greater emphasis on cross-national and trans-national analysis of welfare. There have been significant appointments in this area in recent years and the comparative and international social policy research cluster is the largest within RTU, forming a significant part of our REF 2014 submission.

**Degree Programmes**

Although we are a research intensive Department we take our teaching very seriously. We are currently responsible for about 575 FTE students, of whom about 40 per cent are postgraduates. We currently offer five undergraduate BA (Hons) degrees within the Department:

- Applied Social Science
- Social Policy, Children & Young People
- Social Policy, Crime & Criminal Justice
- Social Policy
- Social Work

In addition, we contribute to three jointly taught programmes:

- Extended Degree in Applied Social Science/Social Policy (with York College)
- Criminology (with the Department of Sociology)
- Social and Political Sciences (with the Department of Politics and the Department of Sociology)

We currently offer thirteen taught post-graduate degrees:

- MA Comparative and International Social Policy
- MPA Comparative Applied Social and Public Policy, Evaluation and Research
- MA Global Crime and Justice
- MA Global Social Policy
- MA Public Policy and Management
- MPA Master of Public Administration
- MPA Master of Public Administration - International Development
- MA Social Policy
- MA Social and Public Policy
- MA Social Work
- MA Social Work Practice (Think Ahead)
- MRes Social Policy
- MRes Social Work

In addition, we contribute to the following jointly taught programmes:

- MA in Social Research (delivered through the Research Centre for Social Sciences)

We also have a vibrant MPhil/PhD community and co-ordinate the York node in three of the White Rose Doctoral Training Centre clusters: international, comparative social and public policy; social policy and social research; social work.

A number of our taught programmes are supported by international partnerships with similar departments overseas that facilitate the exchange and transfer of students to and from York. Our online programmes, to which this post particularly contributes, have received excellent feedback via PTES and other channels, and the department’s strategic plan includes a commitment to maintaining the quality of this provision.

**Further Information**

For further information about the Department please visit http://www.york.ac.uk/sspw/
THE UNIVERSITY

Founded on principles of excellence, equality and opportunity for all, the University of York opened in 1963 with just 230 students. In 2016 it is the centre for almost 16,000 students across more than 30 academic departments and research centres. In over 50 years we have become one of the world’s leading universities and a member of the prestigious Russell Group.

The University has consistently been recognised as one of the leading Higher Education Institutes and is one of just six post-war universities which appear in the world top 100 (2013-14) and 15th in the Times & Sunday Times league table (2016). The University of York has won six Times Higher Education (THE) Awards and five Queen's Anniversary Prizes.

We are proud of our association with Athena SWAN, holding ten awards in support of women in science, with gold awards for Chemistry and Biology as well as a University-wide bronze award.

Of 154 universities that took part in the Research Excellence Framework (REF) in 2014, The University of York ranked 14th overall and 10th on the impact of our research. The University is consistently in the top ten UK research universities and attracts over £60m a year of funding from research alone.

Our vision is to make the University of York a world leader in the creation of knowledge through fundamental and applied research, the sharing of knowledge by teaching students from varied backgrounds and the application of knowledge for the health, prosperity and well-being of people and society.
Attractive workplace

Centred around the picturesque village of Heslington on the edge of the city of York, our colleges are set in an attractive landscaped campus. With a compact and easy to get around design, York enjoys a safe, friendly atmosphere. The campus offers a wealth of facilities, which includes bars, shops, theatres and concert halls all within easy walking distance.

The University has undergone an unprecedented period of expansion and renewal. Since 2000 we have invested in twenty new buildings on the original campus and have completed the first and second phases of a £750m campus expansion. Our investment in new colleges, teaching and learning space, laboratories, research facilities and a new sports village mean there has never been a better time to join us.

During this period of change we've worked hard to retain our friendly, informal and collegiate atmosphere, which is important to our core values of inclusivity and interdisciplinarity.

We have a thriving international community and are committed to providing all staff moving to York with as much support as possible through our Relocation Package and Welcome Officers.

The University aims to offer a nurturing and supportive environment as an employer. Flexible working hours, nursery facilities, childcare vouchers, cycle to work scheme, generous holidays and an attractive pension scheme all make the University of York one of the region’s leading employers.

For further information please visit Rewards Extra.
THE CITY AND THE REGION

The City of York

Internationally acclaimed for its rich heritage and historic architecture, York’s bustling streets are filled with visitors from all over the world. Within its medieval walls you will find the iconic gothic Minster, Clifford’s Tower and the Shambles - just a few of the many attractions.

But York isn’t just a great place to visit - it’s also a great place to live and work. While nourishing a vibrant cosmopolitan atmosphere, York still maintains the friendly sense of community unique to a small city.

Visit www.visityork.org for more information on the city of York

Shopping, culture and entertainment

York boasts specialist and unique boutiques but also all the high street stores on its busy shopping streets. Alongside them you will find cinemas, theatres, an opera house, art galleries, a vast range of restaurants, live music venues and clubs. York is particularly renowned for its multitude of pubs and bars, from the modern to the medieval.

Housing and schools

Whether you choose to live close to the city, in one of the surrounding villages or further afield, you will find a wide range of housing within comfortable distance of York and the University. For families, the area has a range of excellent schools both in the state and independent sector.

Great location

York is one of Britain’s best-connected cities. Halfway between London and Edinburgh on the East Coast mainline, on intercity trains you can reach London King’s Cross in less than two hours and Edinburgh in two and a half hours. York is also well served by road links, and it is easily accessible from the A1, M1 and the M62.

For those travelling from overseas, Manchester Airport is two hours away and Heathrow Airport just three and a half. Flights from nearby Leeds Bradford Airport provide easy access to mainland Europe. By Eurostar from London St Pancras, Paris is just over six hours away.

Yorkshire

The Lonely Planet guide recently declared Yorkshire the third best region in the world to visit. There is something to cater to every taste, whether it be the rugged landscapes of the Moors or the Dales, the picturesque seaside towns of Scarborough and Robin Hoods Bay, the gothic architecture of Whitby or the vibrancy of cosmopolitan Leeds.
Apply online

- Go to [https://jobs.york.ac.uk](https://jobs.york.ac.uk)
- Find this job using reference 5699
- Complete the online application form

You will need to submit your completed application by midnight (GMT) on 12 May 2017.

What will I need?

We will ask you for details of:

- your employment history
- relevant qualifications
- two referees

You need to be ready to show us how you meet the requirements of the job, either in a written statement and / or by answering questions.

Help and assistance

Direct any informal queries to Jane Barrand, Departmental Manager, 01904 321232 (jane.barrand@york.ac.uk)

If you have any questions about your application, contact the HR Services team:

recruitment@york.ac.uk
+44 (0)1904 324835