Undergraduate Administrator
Department of History

Closing date: 09 November 2017
Interview date: 01 December 2017
Vacancy reference: 6140
The University of York seeks to appoint a part-time Undergraduate Administrator (50% of full-time) to join the administrative team in the Department of History. Reporting to the Undergraduate Programmes Manager, and working closely with the Chair of the Board of Studies and other academic staff, the role holder will support the Department’s undergraduate school (currently around 900 students) to include visiting students and those who study abroad as part of their course. As well as working with the administrative team, the post holder will liaise with the undergraduate year tutors for each of the three years to ensure the accurate and detailed maintenance of undergraduate student records. The holder of this key role will be responsible for supporting the mitigating circumstances and special cases process, and will inform and advise the Chair of the Exceptional Circumstances Committee.

Key duties of the post include being the first point of enquiry for undergraduate students; preparing induction for first year students; updating student handbooks; monitoring and recording student module and supervisor allocations; monitoring student engagement; processing leave of absence requests and requests to change programme; monitoring and recording student discipline and special cases; and supervising the student module feedback process. The role holder will also service student committees. Much of the work involves recording information on the University’s electronic student records systems, SITS and e:Vision as well as maintaining paper-based records.

The post will form part of a job-share with another member of staff who is already in post. Each post holder will work 18.5 hours per week on separate days, with a handover taking place mid-week. The full range of responsibilities will be shared equally between the two roles, with each member of staff able to deal with issues that arise whichever days of the week these occur. The days available are ideally Wednesday PM, and all day Thursday and Friday each week, but there is some flexibility with this arrangement so applications are welcomed from those who cannot necessarily work these days.

The role is fixed term for 1 year in the first instance, with the possibility of moving to an open contract if the job-share is continued.

Because of the requirement for the post holder to access student data, we cannot consider applications from current students at the University of York (or those who plan to take up a course of study at the University).
Main purpose of the role

To carry out a range of administrative processes in order to facilitate the smooth running of the administrative support for current undergraduate students

Key responsibilities

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

- Maintain and apply a good working knowledge of departmental and University administrative systems and regulations to answer enquiries and resolve problems from colleagues and students; the role holder is the first point of contact for all current undergraduate students (including visiting students and students on exchange) and also fields queries from academic staff in relation to this area of administration.

- Maintain student records, both on the University's electronic student records systems (SITS and e:Vision) and the Department's paper-based records. This involves a range of changes such as monitoring student engagement, recording Leave of Absence, Exceptional Circumstances, withdrawal from, or change of, course; processing undergraduate module choices and subsequent requests for module changes and monitoring and recording supervisor allocations.

- Contribute to the development of office administrative systems relating to administrative processes for undergraduate students and ensuring controls are in place to ensure accuracy and timeliness.

- Develop effective working relationships with relevant academic officers in the Department (e.g. the Chair of the Board of Studies, the Chair of the Teaching and Assessment Committee, the International Officer, the Senior Year Tutors, supervisors of undergraduate students, etc.) as well as University administrative departments such as Student Services, the Student Records and Visa Compliance Team, the International Office and the University Special Cases Committee etc. Ensure that all parties receive information as relevant for the Department’s undergraduate students.

- Analyse, manipulate and interpret information in order to compile detailed summary reports and communications.

- Produce departmental/service-related documentation using different media, e.g., student handbooks, induction and welcome packs, etc.

- Assist in the preparation of relevant department/service documentation and processes, including timetable, module allocation, etc., and ensure the timely dissemination of information to the appropriate people. This includes planning and carrying out the induction arrangements for new undergraduate students.

- Provide administrative support to the Exceptional Circumstances for undergraduate students. This involves briefing and advising the Chair of the Exceptional Circumstances Committee (ECA), ensuring they are informed of any changes; acting as first point of contact for issues relating to Exceptional circumstances and servicing the ECA, ensuring that students are informed of the outcomes of the Committee.

- Provide administrative support to the Department's Special Cases Committee. This involves briefing and advising the Chair of the Committee, ensuring they are informed of any changes; acting as first point of contact for issues relating to student welfare/disciplinary cases and servicing the committee. The work also requires liaising with the University Special Cases Committee and Student Services.

- Liaise with temporary tutors to schedule their teaching groups and provide information on Departmental administrative processes. Maintain records of arrangements for temporary tutors.

- Service the Student-Staff Forum. This involves collecting items for the agenda, communicating information to participants and taking the minutes.

- Supervise the work of an administrative colleague in relation to coordinating module feedback forms, filing, etc., allocating and checking work as required

- Any other duties that fall within the scope of the job, as allocated by the line manager following consultation with the post holder

JOB DESCRIPTION

At a glance

Salary
Grade 4—£20,989-£24,285 per year (reduced pro rata)

Hours of work
Part-time—18.5 hours per week

Contract type
Fixed-term—12 months

Based at
Heslington Campus West
## PERSON SPECIFICATION

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<tr>
<th>Qualifications</th>
<th>Essential / Desirable</th>
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<tr>
<td>A general education to include 5 GCSE passes at Grade C or above (including Maths and English), or an equivalent educational qualification, or relevant experience</td>
<td>Essential</td>
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<td>Educated to A-level standard or above (or equivalent)</td>
<td>Desirable</td>
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<th>Knowledge</th>
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<td>Thorough knowledge of student-related administrative procedures and processes used in a busy office within the Higher Education sector</td>
<td>Essential</td>
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<td>Knowledge of a full range of MS office applications particularly Word, Excel, Access, PowerPoint and on-line media</td>
<td>Essential</td>
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<td>Knowledge of the University of York information systems: SITS, e:Vision, data warehouse</td>
<td>Desirable</td>
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<td>Understanding of the needs of undergraduate students, particularly in supporting diversity or special requirements</td>
<td>Desirable</td>
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<td>Knowledge of student-related regulations</td>
<td>Desirable</td>
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<th>Skills, abilities and competencies</th>
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<td>IT skills, with the ability to use Microsoft Office, particularly Word, Excel, Access, PowerPoint, and the ability to create &amp; maintain web pages and online media</td>
<td>Essential</td>
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<td>Ability to communicate effectively with a wide range of people, orally and in writing</td>
<td>Essential</td>
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<td>Able to create and maintain accurate records and to highlight and investigate problematic issues regarding student data. Able to work to a high degree of a accuracy.</td>
<td>Essential</td>
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<td>Ability to prepare agendas and take &amp; transcribe minutes</td>
<td>Essential</td>
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<tr>
<td>Competent in diary management, with the ability to plan and organise events and activities relating to the undergraduate student administration. 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>
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<td>Able to produce statistical analysis of data.</td>
<td>Essential</td>
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<td>Ability to effectively allocate work and check the work of an administrative colleague, ensuring required service standards and deadlines are met</td>
<td>Essential</td>
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# PERSON SPECIFICATION

## Experience

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<tr>
<td>Essential</td>
<td>Previous experience of working in a student-related administrative role within Higher Education or similar large organisation.</td>
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<td>Essential</td>
<td>Experience of analysing data and presenting summary information in a clear and concise format.</td>
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<td>Essential</td>
<td>Experience of organising meetings and writing minutes.</td>
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<td>Essential</td>
<td>Experience of providing an excellent standard of customer service.</td>
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<td>Essential</td>
<td>Experience of working with complex databases, ideally in relation to student administration, and experience of manipulating data sets.</td>
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<td>Essential</td>
<td>Experience of working to tight deadlines.</td>
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<td>Desirable</td>
<td>Experience of administration relating to undergraduate students.</td>
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## Personal attributes

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<tr>
<td>Essential</td>
<td>Able to work as a member of a team</td>
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<td>Essential</td>
<td>Able to work flexibly, under pressure and to tight deadlines</td>
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<td>Essential</td>
<td>Able to work pro-actively with colleagues in other work areas/institutions to support the work of the department.</td>
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<td>Essential</td>
<td>Able to deal with sensitive student issues in a calm and professional manner</td>
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<td>Essential</td>
<td>Able to use own initiative</td>
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The Department has an international reputation for research and teaching over a chronological span from Late Antiquity to the Twentieth-First Century. Its strengths are organized into nine research clusters: Medieval, Early Modern, Eighteenth Century, Modern Europe, Asia & Middle East, Religion, Public History, Science, Technology, Environment & Medicine, the Americas. The Department's PhD programme is one of the largest and best-funded in the UK with around 50 PhD students currently registered.

The Department has a strong commitment to interdisciplinarity. Members of the Department are leading participants in the University's interdisciplinary Centres: for Medieval Studies (CMS), for Renaissance and Early Modern Studies (CREMS), Eighteenth-Century Studies (CECS), Women's Studies (CWS), the Centre for Modern Studies (CMODS) and Historical Economics and Related Research (CHERRY). Most of these centres offer interdisciplinary MA and PhD programmes. The Department’s commitment to interdisciplinarity is further evidenced in the wide range of undergraduate combined programmes, the MA in Contemporary History and International Politics as well as individual modules at the undergraduate and postgraduate level.

Within the Department of History itself there are also research centres, including the Centre for the Study of Christianity and Culture (which explores the ways religion has shaped and continues to shape society and culture and to address the need for historical understanding and perspective on contemporary issues); the Institute for the Public Understanding of the Past (IPUP) where the MA in Public History is based; and the Centre for Global Health Histories (CGHH), which is at the forefront of the Department’s research in medical humanities and collaborates with the WHO.

The University provides systematic and sustained support to the development of research facilities and resources for the Humanities. The Raymond Burton Library, a purpose-built facility within the University Library, houses a series of important research collections and supports an extensive collection of on-line electronic research resources. The Borthwick Institute for Archives, adjoining the University Library, is a major public record office with particularly strong holdings on the social, economic and religious history of northern England and other more diverse collections, including medical history; many staff make active use of these archival resources in their teaching. The new Humanities Research Centre, which provides first-class facilities for research projects, PhD students, conferences and seminars, was opened in autumn 2009, with a strong representation from the History department.

Further information about the department is available at: http://www.york.ac.uk/history/
The University

Founded on principles of excellence, equality and opportunity for all, the University of York opened in 1963 with just 230 students. In 2017 it is the home of more than 17,000 students across more than 30 academic departments and research centres. Since opening over fifty years ago, we have become one of the world’s leading universities and a member of the prestigious Russell Group.

We are consistently recognised as one of the leading Higher Education Institutes and 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.

The University is proud of its association with Athena SWAN, holding 12 awards in support of gender equality, representation and success for all, with gold awards for Chemistry and Biology and 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 for 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. York enjoys a safe, friendly atmosphere with facilities including 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 spaces, 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 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 our employee benefit pages.
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](http://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
- Find this job using reference 6140
- Complete the online application form

You will need to submit your completed application by midnight (local UK time) on 09 November 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 Caroline Edwards at caroline.edwards@york.ac.uk

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

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