Student Services Officer
Student and Academic Services

Closing date: 11 February 2018
Interview date: to be confirmed
Vacancy reference: 6374
INTRODUCTION

Student Services are responsible for ensuring an excellent student experience to students during their time at the University of York. We provide support and work with students from their enrolment through to Graduation. We also provide a high level of advice and guidance to colleagues across the University who rely on us to update student records and deliver systems to support the student lifecycle.

As a team we are responsible for:
- front-of-house support, information, and guidance
- student advice
- student records management
- Tier 4 compliance
- student enrolment
- student financial support
- academic progress
- examinations and assessment
- academic appeals
- graduation
- research student administration
- compliance and statutory returns, and
- student systems development

As Student Services Officer, you will be based in the Student Records and Visa Compliance team gaining expertise in the team’s activities. These are core to the running of the University with all Academic Departments relying on the accuracy of the information we provide. A detailed understanding of these processes provides a valuable foundation to those seeking career progression within the sector.

You will initially be involved with supporting the implementation of an innovative University wide initiative to increase our Online learning provision, helping the team develop and embed new processes and support to students not based on the University campus. This is a major project, involving many teams from the wider Student Services section over a two year period.

During this time, you will also gain detailed understanding of the systems and processes which underpin our Tier 4 compliance activities. This is a challenging and constantly changing area, requiring close attention to detail, flexibility in working practices and the ability to quickly review and implement changes. You will also have the opportunity to gain experience in other areas within Student Services.

If you are a highly motivated and enthusiastic person, with a good eye for detail and a keen interest in improving and developing processes through the use of IT we would be interested in hearing from you. You must be able to work independently or as part of a team, and be willing and able to learn new systems and processes quickly.

This is an exciting opportunity for you to play a key role in a cross functional team, supporting the implementation of a number of key University projects, and contributing to the ongoing enhancement of the Student Experience at the University.
Main purpose of the role

The purpose of this post is to support the activities of Student Services. Based primarily within the Student Records and Visa Compliance team, the role will support the team in ensuring that the University delivers an excellent service to students joining the University by ensuring that their transition from admissions through to enrolment is as smooth as possible. Once students start their programmes, you will be responsible for a variety of activities which will support the student during their studies, including updating their student record to reflect any changes, supporting with funding queries, ensuring visa requirements are being met and working with other teams across the Service to enable key activities such as Graduation, progression and award.

You will be required to adopt a flexible approach to work and must be willing to contribute to the development of systems and new processes to improve the service the Section provides to staff and students.

Key responsibilities

- Oversee the day to day activities which underpin the student enrolment journey, the accuracy of the student record, and the University’s compliance with Tier 4 Sponsorship
- Work with the wider Student Services team to continually improve the Section’s activities, providing specialism in those areas relating to Student Records and Visa Compliance
- Provide information, advice, guidance and support to students and staff on issues relating to student records and visa compliance. This will include advising on process, policy and external regulations
- Process and maintain data within the SITS student record system, ensuring high data quality and timeliness at all times
- Resolve any data and record issues as they arise, working with colleagues across the Service to ensure that processes are in place to prevent issues recurring
- Contribute to a number of projects through the year which look to develop the student record system and processes which support students during their time at York
- Ensure that new and established processes are regularly reviewed and improvements made
- Take a proactive approach to problem solving, identifying issues and creating practical solutions to addressing them
- Work with colleagues across Student Services to ensure that tasks are coordinated, planned and delivered to an exceptional standard across the service
- Work collaboratively with other teams to develop reliable and informative statistics, for both internal and external purposes. Query, extract and interpret data from the Student Records system and present to different audiences
- Ensure that the team’s documentation and webpages are accurate and regularly reviewed
- Ensure that the team follows relevant legislative requirements, for example Data Protection/GDPR
- Undertake any other task that may be assigned to support the activities of Student Services during the Academic Year
- Work with the team to ensure that own and team work and responsibilities are planned and allocated to deliver core activities to deadlines and expected service standards.
- Undertake any other task that may be assigned to support the activities of the department

JOB DESCRIPTION

At a glance

| Salary | £24,983—£30,688 a year, on grade 5 of the University of York pay scale |
| Hours of work | Full-time, 37 hours per week |
| Contract type | Open contract |
| Based at | University of York Campus West, Student Administration Building |

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# PERSON SPECIFICATION

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<tr>
<th><strong>Qualifications</strong></th>
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<tr>
<td>Educated to at least ‘A’ level standard or equivalent or comparable work experience.</td>
<td>Essential</td>
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<td>Educated to degree level</td>
<td>Desirable</td>
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<tr>
<th><strong>Knowledge</strong></th>
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<td>Working knowledge of a complex database, such as a student records system</td>
<td>Essential</td>
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<td>Substantial administrative experience</td>
<td>Essential</td>
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<td>An understanding of the principles of process evaluation and improvement</td>
<td>Desirable</td>
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<td>An understanding of the UK Higher Education system</td>
<td>Desirable</td>
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<th><strong>Skills, abilities and competencies</strong></th>
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<td>Good oral and written communication skills, with ability to explain complex information or processes in a clear and understandable way</td>
<td>Essential</td>
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<td>Able to review processes and procedures to improve the customer experience. Experience of making recommendations for improvements and implementing the agreed changes</td>
<td>Essential</td>
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<td>Strong IT skills, with experience of manipulating databases and spreadsheets</td>
<td>Essential</td>
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<td>Strong initiative and problem solving skills</td>
<td>Essential</td>
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<td>Good team working skills, providing proactive and timely support and advice to colleagues</td>
<td>Essential</td>
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<td>A high degree of attention to detail</td>
<td>Essential</td>
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<td>Ability to work under pressure with time constraints</td>
<td>Essential</td>
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<tr>
<td>User of the SITS student record system</td>
<td>Desirable</td>
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# PERSON SPECIFICATION

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<tr>
<th>Experience</th>
<th>Essential / Desirable</th>
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<tr>
<td>Experience of the working in an administrative role within a large, complex organisation</td>
<td>Essential</td>
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<td>Experience of planning, prioritising and organising own work or resources and proactively working with others to achieve team objectives</td>
<td>Essential</td>
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<td>Experience of using initiative and creativity to resolve problems, identifying practical and suitable solutions.</td>
<td>Essential</td>
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<td>Experience of working in a customer focused environment</td>
<td>Essential</td>
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<td>Experience of working on projects to improve the Student Experience</td>
<td>Desirable</td>
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<td><strong>Experience of working in a Student Services role</strong></td>
<td>Desirable</td>
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## Personal attributes

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<th>Personal attributes</th>
<th>Essential / Desirable</th>
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<tr>
<td>An organised and proactive approach to tasks</td>
<td>Essential</td>
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<td>A willingness to embrace change, process improvement and efficiency</td>
<td>Essential</td>
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<td>Willingness and ability to learn new systems and processes quickly including IT systems</td>
<td>Essential</td>
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<td>Highly motivated, able to work independently or as part of a team</td>
<td>Essential</td>
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<td>Conveys a positive attitude</td>
<td>Essential</td>
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<td>Enthusiasm for data, data quality and data interrogation</td>
<td>Essential</td>
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Student and Academic Services provide administrative and advisory services and opportunities for development to support the student experience. Working collaboratively with students, colleagues and external partners we facilitate learning, development and success.

As one of the largest professional service directorates we make a significant impact on the University’s ability to achieve its ambition of offering and outstanding and valuable experience, and to support our colleagues in achieving excellence in research, teaching, and the student experience. We are in a strong position to shape and influence the way that the University delivers its objectives. We provide a collection of professional services which contribute to the quality of the student experience; these services are organised in five sections:

- **Academic Support**
- **Careers and Placements**
- **Colleges**
- **Open Door**
- **Student Services**

Student Services is engaged in a broad range of activities which underpin the student lifecycle from enrolment through to graduation. We are the first point of contact for students for everyday enquiries and specialist advice, and provide and support essential processes, systems, and events that underpin the student journey, the administration of teaching and learning, and the University’s relationship with key stakeholders and external agencies. We are responsible for matters relating to:

- front-of-house support, information, and guidance;
- student advice;
- student records management;
- student enrolment;
- student financial support;
- academic progress;
- examinations and assessment;
- academic appeals;
- graduation;
- research student administration;
- compliance and statutory returns; and
- student systems development.

We are comprised of a team of approximately 60 staff members organised in 11 teams. Our teams work in partnership with academic departments and professional services across a wide range of operational and development activities. We’re working together to identify opportunities to introduce greater harmonisation of the administrative processes and tasks that support the student journey, and to adapt and develop our services to meet new requirements.
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 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
- Find this job using reference 6374
- Complete the online application form

You will need to submit your completed application by midnight (local UK time) on 11 February 2018

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 laura.hurst@york.ac.uk

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

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