Student Services Administrator
Student and Academic Services

Closing date: 9 March 2018
Interview date: 29 March 2018
Vacancy reference: 6452
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 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 service 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 a Student Services Administrator, you will be primarily based in the Examinations Team, supporting the administration of the over 55,000 individual closed examinations held each year at the University of York. This team is responsible for ensuring that this important aspect of the student experience is delivered with an exemplary attention to detail, and an underpinning understanding of how important the experience of examinations is to a student’s perceptions of the University.

Academic Departments rely on the examinations team to provide their students with a consistent examination experience; an accurate timetable, the right paper, and appropriate advice and expertise when unexpected circumstances arise. This requires two very different, but equally important sets of skills: the ability to focus to an unerring level of detail in the preparation for the event, and the ability to deal with the unexpected (and unprecedented) when it happens in spite of all best efforts.

The Examinations Team is also responsible for the preparation of all official documentation to verify the achievements of our students and alumni. You will interact with students, alumni and departments to ensure the timely delivery of results and documentation for a variety of purposes. Your customer-focus will be a reflection on the importance that the institution puts on our students and graduates; as evidenced by our recent award of Customer Service Excellence.

If you are an experienced administrator with an interest in Higher Education or large-scale events management and a keen interest in improving the student and alumni experience, we would be interested in hearing from you. You must be able to work independently or as part of a team, and to both implement detailed processes and identify opportunities to improve those processes. You will also be prepared to work in other areas of the service as need and opportunity arises. This is an exciting opportunity for you to play a key role in an integral part of the University experience.
Main purpose of the role
To carry out a range of administrative processes in order to facilitate the smooth running of an administrative service for Student and Academic Services.

Key responsibilities
- Apply a good working knowledge of departmental/service administrative systems to answer queries and resolve problems from colleagues and external stakeholders.
- Contribute to the development of office administrative systems, carrying out administrative processes and ensuring controls are in place to ensure accuracy and timeliness.
- Analyse, manipulate and interpret information in order to compile detailed summary reports and communications.
- Produce departmental/service-related documentation using different media, e.g., newsletters, promotional literature, induction and welcome packs, lecture materials, conference presentations, etc.
- Maintain the department/service website/webpages and update content as required.
- Assist in the preparation of relevant department/service documentation and processes, including timetable, assessments and examinations; ensure the timely dissemination of information to the appropriate people.
- Potentially supervise the work of an administrative colleague, 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.

Departmental specific responsibilities
Specialist activities
- Provide advice and guidance for academic and administrative staff and for students in relation to University examinations.
- Produce academic transcripts, replacement certificates and validation of official documents.
- Support the administration of University examinations.
- Maintain and update the student record system (SITS) to ensure records are accurate.
- Maintenance of Academic Misconduct case files using the student portal (e:Vision).

Customer/service support
- Act as a primary point of contact for staff, students and guests for a range of queries relating to examinations, providing advice and guidance or signposting as appropriate.
- Work in collaboration with colleagues to provide a high level of service to students with regards to their study.
- Develop a basic understanding of the work of other teams within the service, ensuring that responses to requests receive a prompt and co-ordinated response.
## Qualifications

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<th>Essential / Desirable</th>
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<td><strong>Qualifications</strong></td>
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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>Three passes at A level, or an equivalent educational qualification</td>
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<td>Desirable</td>
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<td>Educated to degree level</td>
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## Knowledge

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<td><strong>Knowledge</strong></td>
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<td>Thorough knowledge of administrative procedures and processes used in a busy office within a large complex organisation</td>
<td>Essential</td>
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<td>Knowledge of a full range of MS office applications particularly Word, Excel, Access, PowerPoint and online media</td>
<td>Essential</td>
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<td>Understanding of the needs of those working and studying in a higher education environment</td>
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<td>Desirable</td>
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<td>Knowledge of relevant legal acts including the Freedom of Information Act and Data Protection Act / General Data Protection Regulation</td>
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## Skills, abilities and competencies

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<td><strong>Skills, abilities and competencies</strong></td>
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<td>IT skills, with the ability to use Microsoft Office, particularly Word, Excel, Access, PowerPoint, the ability to create &amp; maintain web pages and online media, and the ability to use complex databases</td>
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<td>Ability to communicate effectively with a wide range of people, orally and in writing</td>
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<td>Competent in the design and production of a range of information and promotional documentation and literature</td>
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<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>
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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>
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<td>Willingness to take on duties related to other aspects of student administration within the service appropriate to grade as the need requires</td>
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<td>A high degree of attention to detail</td>
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<tr>
<td>User of the SITS student record system</td>
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## PERSON SPECIFICATION

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<th><strong>Experience</strong></th>
<th><strong>Personal attributes</strong></th>
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<td></td>
<td>User of the student portal (e:Vision)</td>
<td>Able to work as a member of a team</td>
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<td>Ability to use report writing tools</td>
<td>Able to work flexibly, under pressure and to tight deadlines</td>
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<td>A positive attitude towards change</td>
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<td>Experience of working in an administrative role in a busy office within a large complex organisation</td>
<td>Flexibility in working hours (this post will require some working outside of established core hours, particularly during examinations and graduation periods)</td>
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<td>Experience of analysing data and presenting summary information in a clear and concise format</td>
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<td>Experience of organising events &amp; meetings</td>
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<td>Experience of providing an excellent standard of customer service</td>
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<td>Experience of working in the UK Higher Education sector</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.
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](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 6452
- Complete the online application form

You will need to submit your completed application by midnight (local UK time) on 9 March 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 jo.fletcher@york.ac.uk

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

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