Student Services Coordinator
Student and Academic Services

Closing date: 22 March 2018
Interview date: To be confirmed
Vacancy reference: 6470
INTRODUCTION

Student Services is 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:

- research student administration
- 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
- compliance and statutory returns, and
- student systems development

As a Student Services Coordinator, you will be based in Research Student Administration providing support for all aspects of the Research Student Experience. As part of this dedicated team, you will support the allocation and reconciliation of funding, the work of the Graduate Research School and its Board and subcommittees, the monitoring of student progress, the examination of theses, and the management of special cases, including appeals. The Graduate Research School, Faculty Deans, Academic Departments and individual students will rely on you for expert advice and support, as well as for the maintenance and detailed analysis of accurate data.

The ongoing growth of the Graduate Research School brings with it opportunities for policy and process development, designed to improve the student experience as well as positioning the University of York as a best-practice partner of funding bodies and industrial sponsors. You will have a keen understanding of the important role of research students in the Higher Education ecosystem, and of the unique challenges and opportunities inherent in a research degree. You will become expert in University as well as funders’ policies on Research Students in order to ensure that detailed regulations are appropriate and followed in a wide variety of seemingly unique situations in order to protect the institutional reputation, the financial bottom line, and, importantly, natural justice for the students themselves.

In this post, you will be operating in a microcosm of the University’s student administration; you will have a unique
Insight into the interactions between policy, funding, systems, compliance requirements, departmental priorities and the sometimes messy realities of real students. This is a deadline-driven and high-stakes area, and you will be personally confident and dedicated to detail.

If you are a highly motivated and enthusiastic person, with a good eye for detail, a mind for policy and a keen interest in improving the Research Student Experience, we are 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.
Main purpose of the role

The main purposes of the role are:

• to work as a member of a team that supports academic departments and their research students in the administration of the research student journey and the management of studentships and scholarships;

• to be the principal point of contact for staff, research students, and senior management (e.g. Deans of Faculty), in relation to the policies and procedures relating to research students, including research student funding; and

• to lead process, system and service improvements through the development of constructive relationships with colleagues in academic and support departments.

Key responsibilities

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

• Develop expert knowledge in relation to the policies and procedures, guidelines and regulations of the University and Research Funders in regards to research students; develop and deliver associated training and advice as appropriate;

• Manage grants and scholarships of various sizes, from individual studentships to multi-million pound block grants from bid-stage to close. Develop and document approaches to decision-making and funds allocation; forecast, review and monitor expenditure to ensure that funding is used in compliance with University, funder and VAT requirements, and advise students, departments, Pro-Vice-Chancellor for Research, Dean of the Graduate Research School, Deans of Faculty, and Graduate Research School Board on the terms of use for such funds;

• Manage consideration and administration of appeals and variations to the normal study patterns and progress of research students; ensuring that they are within University regulations, policies, custom and practice; these variations include suspensions, extensions, transfers, leave of absence, etc;

• Manage and report on accurate up-to-date data on research students’ engagement with study and academic progress including keeping track of the expected and actual timing of progression milestones;

• Develop and employ expert understanding of any systems, including SITS, SITS Fund Manager, SkillsForge and Agresso, that are used in the context of this role;

• Act as secretary and advise appropriate University Committees and Working Parties;

• Contribute to the ongoing improvement of the research student experience, and of the University’s delivery of its Research Strategy;

• Undertake any other task appropriate to the grade of the post that may be required to support the activities of Student Services.

The above list of duties is not exhaustive and is subject to change. The post holder may be required to undertake other duties within the scope and grading of the post.
### PERSON SPECIFICATION

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<tr>
<th>Qualifications</th>
<th>Essential/Desirable</th>
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<tr>
<td>A good undergraduate degree or equivalent experience</td>
<td>Essential</td>
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<tr>
<th>Knowledge</th>
<th>Essential/Desirable</th>
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<tr>
<td>Understanding of the policies and procedures relating to the research student experience</td>
<td>Essential</td>
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<td>Understanding of the policies and procedures relating to Research Councils UK</td>
<td>Essential</td>
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<td>Very good working knowledge of MS Office software</td>
<td>Essential</td>
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<tr>
<td>Knowledge of SITS, SITS Fund Manager, and e:Vision</td>
<td>Desirable</td>
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<td>Knowledge of Je-S, the UKRC joint electronic submission system</td>
<td>Desirable</td>
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<td>Insight into the University’s Research Strategy</td>
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<td>Understanding of the application of the principles of equal opportunities</td>
<td>Desirable</td>
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<td>Understanding of the application of the Data Protection Act and the Freedom of Information Act</td>
<td>Desirable</td>
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<th>Skills, abilities and competencies</th>
<th>Essential/Desirable</th>
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<td>High level written and verbal presentation skills, and the ability to present complex information clearly and concisely</td>
<td>Essential</td>
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<td>Ability to write clearly and to specific deadlines with minimal supervision</td>
<td>Essential</td>
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<td>Ability to establish and maintain effective working relationships with senior colleagues within the university</td>
<td>Essential</td>
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<td>Ability to work cooperatively with a range of people and to demonstrate tact, diplomacy, and confidentiality</td>
<td>Essential</td>
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<td>Ability to work methodically, to prioritise work, and to cooperate as a member of a team</td>
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<td>Ability to service meetings</td>
<td>Desirable</td>
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<th>Experience</th>
<th>Essential/Desirable</th>
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<td>Experience of managing a substantial budget and of financial procedures and planning</td>
<td>Essential</td>
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<td>Experience of managing information, and analysing and presenting statistics</td>
<td>Essential</td>
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<td>Experience of working within a University’s regulatory framework</td>
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<td>Experience of working with complex databases</td>
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<td>Experience of working in the administration of research students’ progress</td>
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<th>Personal attributes</th>
<th>Essential/Desirable</th>
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<td>A high level of attention to detail and excellent administrative skills</td>
<td>Essential</td>
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<td>An organised, methodical and cooperative approach to working as a member of a team with many external stakeholders</td>
<td>Essential</td>
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<td>Flexibility in working hours</td>
<td>Essential</td>
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<td>Resilience</td>
<td>Essential</td>
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<td>Initiative</td>
<td>Essential</td>
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<td>Ability to think and work proactively and as a member of a team, and to identify ways of improving services and working practices</td>
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Student and Academic Services provides 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 an 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 & Disability
- 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:

- research student administration;
- 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;
- compliance and statutory returns; and
THE DEPARTMENT

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 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
- Find this job using reference 6470
- Complete the online application form

You will need to submit your completed application by midnight (local UK time) on 22 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 susanna.broom@york.ac.uk

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

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