Student Administrator

Politics (The School of PEP)

Closing date: 1 April 2018

Interview date: 24 April 2018

Vacancy reference: 6524
INTRODUCTION

We are seeking to appoint a talented and enthusiastic administrator to join our expanding Professional Support team. The post holder will work closely with the Director of The School of Politics, Economics & Philosophy (PEP) and report to the Undergraduate School Co-ordinator providing a full range of administrative duties supporting the student lifecycle, from pre-arrival to graduation. This is a busy and varied role supporting large numbers of students including international students. You will gain an understanding of our programme structures and regulations in order to respond to more detailed queries.

With the ability to work to tight deadline, whilst managing conflicting priorities, the role holder will be expected to provide a high level of customer service at all times with a friendly, approachable can-do attitude. You will have experience of working in a busy administrative role within a large complex organisation. You will have excellent IT and organisational skills with a commitment to providing a high level of customer service in every aspect of your day to day work.

If you are a highly motivated and proactive person then we are interested in hearing from you; this role is an exciting opportunity for you to join our successful and ambitious team.
Main purpose of the role

This role is designed to provide comprehensive administrative support for the School of PEP within the Department of Politics:

- To be the first point-of-contact for student and staff including face-to-face enquiries, providing a high quality service at all times
- To be a key member of the UG Student Administration team, taking responsibility for the day to day administrative processes associated with current students
- To acquire a comprehensive understanding of the PEP School curriculum and University policies in order to advise students in various aspects of student lifecycle

Key responsibilities:

- Apply a good working knowledge of departmental administrative systems to answer queries and resolve problems from colleagues and external customers
- Liaise with colleagues in other departments in relation to combined programmes
- Provide administrative support to relevant committees and prepare agendas and transcribe minutes as requested and required
- Timely management of student files and record management

- Contribute to the development of office administrative systems, carrying out administrative processes and ensuring controls are in place to ensure accuracy and timeliness.
- Maintain the department webpages and update content as required
- Assist in organising all aspects of key note visits, meetings events, workshops, and conferences
- Assist in the preparation of relevant department documentation and processes, including timetable, assessments and examinations; ensure the timely dissemination of information to the appropriate people
- Work with colleagues on pre-arrival activities
- Undertake Tier-4 monitoring and reporting
- Any other duties that fall within the scope of the job, as allocated by the line manager following consultation with the post 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 (including Maths and English), 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>Thorough knowledge of administrative procedures and processes used in a busy office within a large complex organisation</td>
<td>Essential</td>
</tr>
<tr>
<td>Knowledge of a full range of MS office applications particularly Word, Excel, Access, PowerPoint and on-line media</td>
<td>Essential</td>
</tr>
<tr>
<td>Knowledge and understanding of University systems and processes</td>
<td>Desirable</td>
</tr>
</tbody>
</table>

| Understanding the needs of students, particularly supporting a cultural diversity | Desirable             |

<table>
<thead>
<tr>
<th>Skills, abilities and competencies</th>
<th>Essential / Desirable</th>
</tr>
</thead>
<tbody>
<tr>
<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>
</tr>
<tr>
<td>Ability to communicate effectively with a wide range of people, orally and in writing</td>
<td>Essential</td>
</tr>
<tr>
<td>Able to provide a high level of service, support and advice to visitors, students and staff</td>
<td>Essential</td>
</tr>
<tr>
<td>Competent in the design and production of a range of information and promotional documentation and literature</td>
<td>Essential</td>
</tr>
<tr>
<td>Ability to prepare agendas and take &amp; transcribe minutes</td>
<td>Essential</td>
</tr>
<tr>
<td>Competent in diary management, with the ability to plan and organise meetings, small scale events, workshops and conferences</td>
<td>Essential</td>
</tr>
<tr>
<td>Ability to assist with system and process reviews and suggest improvements</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 effectively allocate work and check the work of an administrative colleague, ensuring required service standards and deadlines are met</td>
<td>Essential</td>
</tr>
</tbody>
</table>
## PERSON SPECIFICATION

<table>
<thead>
<tr>
<th>Experience</th>
<th>Essential / Desirable</th>
</tr>
</thead>
<tbody>
<tr>
<td>Experience of working in an administrative role in a busy office within a large complex organisation</td>
<td>Essential</td>
</tr>
<tr>
<td>Experience of dealing with confidential and sensitive information</td>
<td>Essential</td>
</tr>
<tr>
<td>Experience of organising events &amp; meetings</td>
<td>Essential</td>
</tr>
<tr>
<td>Experience of providing an excellent standard of customer service</td>
<td>Essential</td>
</tr>
<tr>
<td>Experience of working on multiple activities within a tight deadline</td>
<td>Essential</td>
</tr>
<tr>
<td>Previous experience of working in Higher Education in a student-facing administrative role</td>
<td>Desirable</td>
</tr>
<tr>
<td>Experience of using student record systems and VLEs eg. SITS and e-Vision</td>
<td>Desirable</td>
</tr>
</tbody>
</table>

### Personal attributes

<table>
<thead>
<tr>
<th>Personal attributes</th>
<th>Essential</th>
</tr>
</thead>
<tbody>
<tr>
<td>Able to work as a member of a team</td>
<td>Essential</td>
</tr>
<tr>
<td>Able to work flexibly, under pressure and to tight deadlines</td>
<td>Essential</td>
</tr>
<tr>
<td>Positive attitude to change and a willingness to adapt systems and processes to ensure maximum efficiency and effectiveness</td>
<td>Essential</td>
</tr>
<tr>
<td>Friendly, approachable manner with a can-do attitude</td>
<td>Essential</td>
</tr>
</tbody>
</table>
THE DEPARTMENT

The Department of Politics is one of the leading centres for research and teaching in Politics and International Studies in the United Kingdom. It was recently ranked eighth in the country for its research performance in the 2014 Research Excellence Framework. The Department also achieves a high level of external recognition for its teaching, and is currently in the top ten of both the Guardian and Times/Sunday Times league tables.

The Department is characterised by a strongly international character, intellectual pluralism, and a commitment both to innovative research and to the application of this knowledge to significant political problems. The Department has undergone a period of significant growth over the past five years, and now consists of 55 academic and teaching staff and 12 support staff. This growth is set to continue, and these posts will contribute to the development of one of our key areas of research and teaching. Embedded within the Department of Politics is the School of Politics, Economics & Philosophy (PEP). The School of PEP is integrates the teaching of Politics, Economics & Philosophy under one roof.

Teaching and Learning

We currently offer four undergraduate BA (Hons) degrees within the School:

- Politics, Philosophy and Economics
- Politics and Philosophy
- Politics and Economics
- Economics and Philosophy

From 2018 students registered on any of the above programmes can also opt to add an additional year between year two and three to take a professional work placement.

The School has about 300 UG students. Apart from six interdisciplinary modules that are offered by the School, teaching is conducted by the three constituent Department of PEP, that is, Politics, Economics, and Philosophy.

For more details about the Department, please visit our website: [https://www.york.ac.uk/pep/](https://www.york.ac.uk/pep/)
Founded on principles of excellence, equality and opportunity for all, the University of York opened in 1963 with just 230 students. In 2018 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 are ranked 16th in the Times & Sunday Times league table (2017). 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 is committed to promoting a diverse and inclusive community - a place where we can all be ourselves and succeed on merit. We offer a range of family friendly, inclusive employment policies, flexible working arrangements, staff engagement forums, campus facilities and services to support staff from different backgrounds.

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 6524
- Complete the online application form

You will need to submit your completed application by midnight (local UK time) on 1 April 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 sue.leatt@york.ac.uk

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

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