Student Support Administrator
Department of Sociology

Closing date: 23 April 2018
Interview date: To be confirmed
Vacancy reference: 6572
INTRODUCTION

The Department of Sociology are seeking a Student Support Administrator to join the department’s student-facing administration team.

The Student Support Administrator will support all student-facing administration within the department at both undergraduate and postgraduate level. However, it is envisaged in the first instance that this position will be focussed on undergraduate student operations, with key responsibilities including the handling of student enquiries; management of assessments and examinations (including students with exceptional circumstances or other individual requirements); placements, overseas study and careers activity; supporting admissions activity; and other key areas of the undergraduate lifecycle.

More generally, as one of a small administrative team in a busy office, you will be responsible for providing an efficient and effective administrative service to all students, staff and visitors.

You should be an open-minded and flexible individual, committed to professional development and continuous improvement. You will be able to demonstrate excellent IT skills and interpersonal skills. Experience of using the SITS record system would be beneficial but not essential, as training can be given.
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 the Department of Sociology, with a particular focus on undergraduate operations

Key responsibilities

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

- Apply a good working knowledge of departmental administrative systems to answer queries and resolve problems from colleagues, students and external customers
- Contribute to the development of office administrative systems, carrying out administrative processes and ensuring controls are in place to ensure accuracy and timeliness.
- Maintain student records using a variety of systems and processes
- Analyse, manipulate and interpret information in order to compile detailed summary reports and communications
- Provide effective and efficient administrative support to senior colleagues, including the co-ordination of diaries, arranging and servicing meetings, filtering enquiries, drafting and preparation of documentation and organisation of travel/events
- Produce departmental-related documentation using different media, eg newsletters, promotional literature, induction and welcome packs, lecture materials, conference presentations, etc
- Assist in organising all aspects of key note visits, meetings events, workshops, and conferences
- Maintain the department webpages and VLE, and update content as required
- 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 effectively with the other Undergraduate Administrator to ensure a seamless service is provided and knowledge is shared effectively
- 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

## Qualifications

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  

## Knowledge

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<tr>
<th>Qualification</th>
<th>Essential/Desirable</th>
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<tr>
<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 and Excel, and on-line media</td>
<td>Essential</td>
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<td>Knowledge of the undergraduate student lifecycle</td>
<td>Desirable</td>
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<td>Knowledge of the SITS student records system</td>
<td>Desirable</td>
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## Skills, abilities and competencies

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<tr>
<th>Skill, Ability, or Competency</th>
<th>Essential/Desirable</th>
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<tbody>
<tr>
<td>Strong IT skills, with the ability to use Microsoft Office, particularly Word and Excel, and the ability to create &amp; maintain web pages and online media</td>
<td>Essential</td>
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<td>Excellent oral skills, with the ability to provide detailed advice and guidance on specialist defined processes and procedures to internal and external contacts</td>
<td>Essential</td>
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<td>Ability to write clearly and succinctly with particular reference to reports and publications including publication on the web</td>
<td>Essential</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>
<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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<td>Ability to handle distressed individuals sensitively</td>
<td>Essential</td>
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<td>Competent in the design and production of a range of information and promotional documentation and literature</td>
<td>Desirable</td>
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<td>Competent in diary management, with the ability to plan and organise meetings, small scale events, workshops and conferences</td>
<td>Desirable</td>
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# PERSON SPECIFICATION

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<thead>
<tr>
<th>Experience</th>
<th>Essential / Desirable</th>
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<tr>
<td>Experience of working in an administrative role in a busy office within a large complex organisation</td>
<td>Essential</td>
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<td>Experience of providing an excellent standard of customer service</td>
<td>Essential</td>
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<td>Experience of organising events &amp; meetings</td>
<td>Desirable</td>
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<td>Experience of analysing data and presenting summary information in a clear and concise format</td>
<td>Desirable</td>
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<td>Experience of co-ordinating student-facing processes</td>
<td>Desirable</td>
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<tr>
<th>Personal attributes</th>
<th>Essential</th>
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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>Organised and flexible, able to prioritise</td>
<td>Essential</td>
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<td>Demonstrable initiative</td>
<td>Essential</td>
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<td>Ability to deal with confidential matters and act with discretion</td>
<td>Essential</td>
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<td>Committed to continuous professional development</td>
<td>Essential</td>
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<td>Adaptable and resilient; comfortable to engage with change</td>
<td>Essential</td>
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THE DEPARTMENT

The Department of Sociology (founded in 1964) is one of the longest established and distinguished in the UK and has played an important role in the development of the discipline internationally. The Department was ranked 1st in the recent Research Excellence Framework exercise (REF 2014). Our research is recognised as amongst the most innovative and influential in the world.

We are a collegiate department with a vibrant, research-intensive group of staff. The Department has undergone a significant period of development and appointed a number of new staff in recent years. It includes 8 Professors, 2 Readers, 4 Senior lecturers, 10 lecturers, 3 full-time Associate Lecturers, and 7 Administrative staff (including a Research Administrator), as well as Research Fellows, Postdoctoral Fellows, emeritus colleagues and visiting scholars.

The Department is led by a Management Team which consists of: the Head of Department, Deputy Head of Department, Department Administrator, Director of Research, Research Administrator, Chair of the Board of Studies, Director of Teaching, Careers and Employability Coordinator, and the Director of the Department of Women’s Studies (CWS).

Research

Our strategic vision is to produce research that is internationally world leading. Our research aims to be theoretically innovative, empirically grounded, critically engaged and policy relevant. This is enabled by our proactive Director of Research and Research Administrator, who are supported by the Department Research Committee and impact sub-committee.

Research in the Department is consolidated into four core clusters which engage in empirical and theoretical work: Culture, values and practices; Language and social interaction; Gender, sexuality and inequality; and Science, health and technology. Several members of staff work across as well as within these clusters, each of which supports the work of colleagues through activities such as regular reading groups and research development meetings.

The Department is also committed to interdisciplinary work and currently we have a number of links (both in teaching and research) with Departments such as Biology, Computer Science, English, Environment, Health Sciences and the Medical School (HYMS), History, Language and Linguistic Science, Law, Management, Theatre, Film & Television, Politics, and Social Policy and Social Work.

The Department also houses or has a substantial involvement in several research centres which intersect with the research clusters:

- Centre for Women’s Studies (CWS)
- Centre for Urban Research (CURB)
- Centre for Political Youth Culture And Communication (CPAC)
- Science and Technology Studies Unit (SATSU)
THE DEPARTMENT

- European Centre for Cultural Exploration (ECCE)
- Disorders of Consciousness Research Centre (CDoC)
- Centre for Advanced Studies in Language and Communication (CASLC) housed in the Department of Language and Linguistic Science.
- Anomalous Experiences Research Unit (AERU)

Teaching Programmes

Although the Department is research intensive, we take teaching very seriously and are committed to providing a research-led, high quality experience to our undergraduate and postgraduate students. Admissions activity is supported by a strong and pro-active Department Admissions Team. We currently offer three undergraduate BA (Hons) degrees within the Department (typical A level offer ABB):

- Sociology
- Sociology with Criminology
- Sociology with Social Psychology

In addition we are central to joint degrees with Education and with Philosophy. We also contribute to the BA in Criminology, and to the School of Social and Political Sciences (with colleagues in the Departments of Politics and in Social Policy and Social Work) and are part of the interdisciplinary BA (Hons) in Social and Political Science (SPS).

We currently offer seven taught postgraduate degrees:

- MA in Social Research
- MA in Criminology and Social Research
- MA in Social Media and Social Research
- MA in Culture, Society and Globalisation
- MSc in Social Media and Management (in partnership with the York Management School)
- MA in Social Media and Interactive Technologies (jointly with Computer Science)
- MA in Sociology by Research

Doctoral Programme

Sociology has a vibrant research postgraduate community who are provided with first-rate facilities, including office space and a dedicated social space. The Department is part of the White Rose ESRC Doctoral Training Pathway (DTP), a collaboration between the Universities of Sheffield, Leeds, and York. The Research Centre for the Social Sciences (RCeSS) at York is also a focal point for postgraduate activity.

The Department is housed in Wentworth College, which is adjacent to the main University lake and served by a restaurant.
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 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](https://jobs.york.ac.uk)
- Find this job using reference 6572
- Complete the online application form

You will need to submit your completed application by midnight (local UK time) on 23 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 lauren.cumming@york.ac.uk

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

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