Student Support Assistant
Student and Academic Services

Closing date: 4 June 2018
Interview date: to be confirmed
Vacancy reference: 6668
INTRODUCTION

Student Services has been working hard to deliver our ambition to integrate our face-to-face and on-line services so that they are welcoming, logical and accessible for students, staff and other service users, and reaffirming our commitment to providing excellent services of a high professional standard. In 2017 we brought together our services in Market Square and, for the first time, established a Student Information Team providing information, guidance and support across a range of our services.

Reporting to the Student Information Team Manager, you will provide a professional, effective and welcoming front of house service, ensuring that exceptional customer focussed standards are delivered at all times across Student and Academic Services.
Main purpose of the role

To provide a professional, effective and welcoming front of house service for Student and Academic Services, ensuring exceptional customer focussed standards are delivered at all times. In accordance with University procedures, manage queries relating to student incidents and emergencies sensitively, promptly, accurately and effectively, eliciting information and treating all queries confidentially.

To work with all sections of Student and Academic Services and other appropriate professional services to establish and agree service level standards and to keep up to date with University policies and procedures and ensure that accurate and appropriate information and guidance is delivered to students at all times, making certain that each enquiry is seen through to its conclusion by the University.

To undertake a variety of administrative and support processes, accurately maintaining all associated systems and records in order to facilitate the smooth running of the service.

Key responsibilities

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

Customer service/support

- Act as a point of contact for queries, providing detailed information and a range of solutions to choose from, interpreting user needs in order to solve problems, signposting or referring students on to other services within and outside Student and Academic Services where appropriate. Where issues cannot be resolved, escalate them as appropriate.

- Apply a good working knowledge of established University systems, methods, processes or procedures to process casework, answer related questions and queries and resolve problems.

- Use initiative to provide an appropriate level of customer service whilst ensuring that work conforms with agreed quality standards, guidelines and procedures.

- Take a customer-oriented view of own work

- Contribute to the setting of standards for service delivery that are meaningful to customers and the team.

- Monitor service standards within own area of work and identify areas of improvement as part of planning activities within the team.

- Analyse, manipulate and interpret information in order to compile detailed summary reports and communications

- Maintain the department/service website/webpages/social media and update content as required

- Assist in the preparation of relevant department/service documentation and processes to ensure the timely dissemination of information to the appropriate people

- Any other duties that fall within the scope of the job, as allocated by the line manager following consultation with the post holder

Strategy and policy development and implementation

- Under guidance, support the implementation of aspects of the University’s Learning and Teaching Strategy, Student Life Strategy and Student and Academic Services’ Strategy relevant to own work area.

- Produce internal office policy and guidance on own area of work.

- Input as appropriate into reports to committees by providing data and collating information.

- Provide administrative support to working groups and committees, including liaising with Chairs and members, drafting minutes, collating and distributing papers as appropriate.
JOB DESCRIPTION

Generating improvement

- Review user satisfaction with services and monitor service objectives and standards within own area of work, ensuring results are shared with the broader team and senior managers.
- Where appropriate, work with others to introduce new processes or improvements including taking the lead in some instances, and use discretion and initiative to ensure the service can continue to meet agreed quality standards, guidelines and procedures.
- Perform detailed manipulation, analysis and/or evaluation of standard information, data or workflow processes, identifying issues which require addressing, and preparing reports and other information to support decision making.
- Identify gaps in knowledge, support or guidance within own area of responsibility which may have impact at team or section level, raise gaps with team leader and under guidance work to address them.
- Create standard documents or materials for others, based on general brief.
- Support the development and testing of new systems, software and processes, including advising or training others in their use.

Planning and organisation

- Prioritise own work within a general plan or schedule to meet deadlines and appropriate standards and assist senior staff in planning for future work.
- Contribute to short-term projects within own area/section or contribute as part of larger Directorate-wide project teams to support the achievements of project objectives.
- Maintain departmental information and documentation, manual and electronic records, databases, computerised information systems and generate reports as required.
- Manage day to day security/accessibility of data in own area of responsibility.
- Contribute to the design and preparation of information materials and record systems.
- Organise or support events, meetings, etc and co-

ordinate the associated arrangements to ensure activities are administered efficiently.

Finance and resource management

- Take responsibility for stocks/stores of equipment and supplies within a delegated budget, so that supplies/resources are available when required.

People/relationship management

- Support other team members by keeping them up to date on your own work.
- Support team and section leaders in creating a work environment that is fair and inclusive.

Communication and collaboration

- Liaise with key contacts in the wider University body to support own work activities/specific tasks as required.
- Liaise closely with customers, service providers and external contacts, establishing the most appropriate type of contact (eg, email, correspondence, face to face, etc) to exchange information.
- Carry out a range of activities on communication, on behalf of a senior manager.
- Attend relevant meetings as requested by a manager, to support standard work activities.

Personal and professional development

- Maintain a personal and professional development plan.
- Maintain awareness of HE agendas and developments nationally especially with regard to impact on own area of responsibility.
- Attend appropriate external events such as conferences, where appropriate.
## PERSON SPECIFICATION

### Qualifications

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<tr>
<th>Essential / Desirable</th>
<th>Qualifications</th>
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<tr>
<td>Essential</td>
<td>A general education to include 2 GCE A Level passes at Grade C or above, or an equivalent educational qualification, or relevant experience</td>
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<tr>
<td>Essential</td>
<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>
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### Knowledge

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<tr>
<th>Essential / Desirable</th>
<th>Knowledge</th>
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<tr>
<td>Essential</td>
<td>Thorough knowledge of administrative procedures and processes used in a busy office within a large complex organisation</td>
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<td>Essential</td>
<td>Knowledge of a range of Google Apps for Work, particularly Gmail, Docs, Sheets, Drive</td>
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<td>Essential</td>
<td>Knowledge of a full range of MS office applications particularly Word, Excel, PowerPoint, and on-line media</td>
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<td>Desirable</td>
<td>Knowledge of relevant legislation including the Freedom of Information Act and Data Protection Act/GDPR</td>
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<td>Desirable</td>
<td>Knowledge of the SITS student record system</td>
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### Skills, abilities and competencies

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<tr>
<th>Essential / Desirable</th>
<th>Skills, abilities and competencies</th>
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<tr>
<td>Essential</td>
<td>IT skills, with the ability to use Microsoft Office, particularly Word, Excel, PowerPoint, and the ability to create &amp; maintain web pages and online media, Google Docs, Sheets and Drive</td>
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<td>Essential</td>
<td>Ability to communicate effectively with a wide range of people, verbally and in writing</td>
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<td>Desirable</td>
<td>Numeracy &amp; literacy skills with the ability to monitor expenditure against a financial account/budget and maintain a petty cash system</td>
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<td>Essential</td>
<td>Competent in the design and production of a range of information and promotional documentation and literature</td>
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<td>Essential</td>
<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>Essential</td>
<td>Competent in diary management, with the ability to plan and organise meetings, small scale events, workshops and conferences</td>
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<td>Desirable</td>
<td>Ability to monitor income and expenditure against a budget, and maintain accurate records</td>
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<tr>
<td>Essential</td>
<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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## PERSON SPECIFICATION

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<tr>
<th>Experience</th>
<th>Essential/Desirable</th>
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<tr>
<td>Experience of providing an excellent standard of customer service</td>
<td>Essential</td>
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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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<tr>
<td>Experience of using the University’s student record systems</td>
<td>Desirable</td>
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<tr>
<td>Experience of analysing data and presenting summary information in a clear and concise format</td>
<td>Essential</td>
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### Personal attributes

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<td>Able to work as a member of a team</td>
<td>Essential</td>
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<td>Able to work flexibly, under pressure and to tight deadlines</td>
<td>Essential</td>
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<td>Conveys a positive attitude</td>
<td>Essential</td>
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<td>Motivation towards customer service excellence and quality</td>
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<td>Understanding of the needs of those working and studying in higher education</td>
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<td>Demonstrable initiative</td>
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<td>Highly motivated, able to work independently or as part of a team</td>
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<td>Sensitivity and empathy with service users, colleagues and staff</td>
<td>Essential</td>
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<td>Commitment to organisational values</td>
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<td>Ability to solve problems</td>
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<td>Able to deal with issues of confidentiality and to demonstrate tact and diplomacy in sensitive situations.</td>
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Student and Academic Services provide information, advice, administrative 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 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 provide a collection of professional services which contribute to the quality of the student experience:

Student Services
- Academic Support Office
- Careers and Placements
- Colleges
- Open Door and Disability

In support of our ambitions our existing reception services have been brought together in a Student Information team, providing information, support and guidance to service users across a range of our services. In May 2017 the Directorate achieved Customer Service Excellence with this team at the forefront of our endeavour.

Student and Academic Services is responsible for providing and improving the principal central services that support student life at York. The Academic Registrar leads Student and Academic Services and has overall responsibility for the five areas of the directorate. Collectively and in collaboration with other parts of the University we contribute to improving the experience and success of University of York students by:

- Developing aspects of student life that can enhance students’ learning and capability
- Providing the support students need to deal with aspects of student life that can inhibit learning and the assurance of academic standards
- Building College communities in which students can feel cared for and able to thrive
- Promoting and facilitating students’ personal development, empowerment, self-reliance, career planning and employability
- Enhancing the quality of teaching and learning, and students’ academic skills
- Providing the administrative underpinning for the student life-cycle.

Student Services combines the main professional and specialist services for students experiencing challenges. The Student Hub is the central contact point for access to many of these services. The team aims to work with students to develop strategies to overcome challenges so that they are successful academically and in their wider lives.

York is one of a handful of UK universities with a collegiate system established in the belief that college communities can enhance scholarship and enrich the student experience. There are currently nine colleges at York; they are interdisciplinary and intergenerational communities that support their members’ potential, academic and professional development and are central to the York experience.
THE UNIVERSITY

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.
THE UNIVERSITY

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 6668
- Complete the online application form

You will need to submit your completed application by midnight (local UK time) on 4 June 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 Lizz Newbould:
lizz.newbould@york.ac.uk or 01904 322151

If you have any questions about your application, contact the HR Services team:
recruitment@york.ac.uk
+44 (0)1904 324835