Student Administrator (2 Posts)
The York Management School

Closing date: 20 June 2018

Interview date: W/C 9 July 2018 (This date is indicative and will be confirmed to shortlisted candidates in the Interview Invite)

Vacancy reference: 6699
INTRODUCTION

We are seeking an experienced administrator to join our expanding team, providing support to our students. You will be working alongside our current Student Administrators to undertake 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.

Based in our Student Office, you will participate in the provision of reception services, working with colleagues to provide a welcoming environment for students and staff, advising students on various matters relating to their studies. You will support School colleagues in building and maintaining good relationships with students to improve engagement, satisfaction and success. Working closely with student representative and societies to encourage engagement with the School, you will organise student-related events throughout the year including open days, making effective use of social media to communicate with students.

The Student Administrator will work under the direction of the Student and Support Services Co-ordinator with the objective of sharing best practice, improving efficiency and communication and working flexibility as a team member to support colleagues in periods of high activity or staff absence.

With the ability to work to tight deadlines, whilst managing conflicting priorities, the role-holder will be expected to provide high levels of customer service at all times with a friendly, approachable, ‘can-do’ attitude.

This is an exciting opportunity to join our, Professional & Support Services team where we encourage our staff to develop personally and to take responsibility for their professional development, working to achieve the aims and strategic development of the School.

Yvonne Ablett
School Manager
Main purpose of the role

This role is designed to provide comprehensive administrative support within the School:

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

Key responsibilities

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

- Provide a high quality customer service to students, staff and visitors, delivered with friendly diplomacy, tact and complete confidentiality as required.
- Respond promptly and accurately to student enquiries, face-to-face and by email.
- Optimise the student experience by providing a welcoming, open environment at all times.
- Understand the School’s programme structures and be able to respond to more detailed queries.
- Understand and empathise with student issues. Understand the implications of Exceptional Circumstances and Leave of Absence and how these impact on studies.
- Understand the central support services available to students and signpost for more complex queries.
- Ensure student withdrawals and transfers are handled appropriately, referring on as necessary.
- Maintenance of accurate student records on all relevant databases (eg SITS, VLE) and analyse information where appropriate.
- Support the organisation of student-related events such as Open Days, Induction and Graduation.
- Proactively support student processes, eg student module choices; assisting with communicating process information to students.
- To support the Year Abroad and Visiting Students process in conjunction with the relevant academic member of staff.
- Make effective use of social media to engage with students, building and maintaining close links to improve student engagement, satisfaction and success.
- Ensure information on web is accurate and taking responsibility to communicate any required changes as soon as possible.
- Work in collaboration with colleagues in the Assessment Office to share information and knowledge.
- Liaise with colleagues in other departments in relation to joint programmes.
- Provide administrative support to the relevant School Committees and prepare agendas and transcribe minutes as requested and when required.
- Timely maintenance of electronic student files and records management.
- Undertake Tier-4 visa monitoring and reporting.
- Work with the Placement Office to ensure information is shared in a timely manner and up to date records are maintained.
- Supporting colleagues with NSS initiatives.
- Work closely with student representatives and ambassadors to promote and encourage regular and
effective communication across the School.

- Any other duties at the request of your line manager, commensurate with the grade of the post

The above list 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

### Qualifications

Good general standard of education to at least GCSE level (or equivalent)  

### Knowledge

- Thorough knowledge of administrative procedures and processes in a busy office within a large complex organisation  
- Good Knowledge of all MS office applications, particularly Word, Excel, Access and Powerpoint  
- Knowledge and understanding of university systems and processes  
- Understanding of the needs of students, particularly supporting a cultural diversity

### Skills, abilities and competencies

- Able to provide a high level of service, support and advice to visitors, students and staff  
- Demonstrable IT skills with the ability to effectively use MS Office suite  
- Able to produce high quality written information, eg handbooks and other guidance documentation  
- Excellent ability to effectively organise and prioritise own work and follow procedures in order to produce work to a high standard of accuracy, to required deadlines and remaining calm under pressure  
- Ability to work confidently and accurately demonstrating initiative and taking ownership and responsibility when dealing with queries from students and staff  
- Able to communicate effectively with a wide range of people using a variety of media, including social media.  
- Able to prepare agendas and provide concise and accurate minutes from large meetings  
- Ability to assist with system and process reviews and suggest improvements.  
- Able to produce high quality printed materials such as posters, flyers and notices, incorporating graphics and photographs.  
- Able to confidently communicate key process information verbally and in writing to students and colleagues, ensuring understanding and responding to questions  
- Able to update web-based information
## PERSON SPECIFICATION

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<th>Experience</th>
<th>Essential / Desirable</th>
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<tr>
<td>Direct experience in the provision of high quality customer service, including face-to-face services</td>
<td>Essential</td>
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<td>Experience of working effectively in a busy administrative role within a large complex organisation</td>
<td>Essential</td>
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<td>Experience of working on multiple activities within tight deadlines</td>
<td>Essential</td>
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<td>Experience of working with complex databases, ensuring accuracy throughout</td>
<td>Essential</td>
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<td>Experience of dealing with confidential and sensitive information</td>
<td>Essential</td>
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<td>Experience of and confidence in dealing with a wide range of people at all levels in an organisation</td>
<td>Essential</td>
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<tr>
<td>Experience of organising high quality events and meetings</td>
<td>Essential</td>
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<tr>
<td>Experience of effectively communicating effectively using a variety of media, including email and social media</td>
<td>Essential</td>
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<td>Previous experience of working in Higher Education in a student-facing administrative role</td>
<td>Desirable</td>
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<td>Experience of working with International Students</td>
<td>Desirable</td>
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<td>Experience of using student records systems and VLEs, eg SITS, Data Warehouse and e-Vision</td>
<td>Desirable</td>
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<td>Experience of producing high quality printed display materials, incorporating graphics and photographs</td>
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### Personal attributes

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<td>Friendly, approachable manner with a helpful ‘can-do’ attitude with personal commitment to excellence in service provision</td>
<td>Essential</td>
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<td>Complete awareness of confidentiality issues and an ability to maintain confidentiality</td>
<td>Essential</td>
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<td>Understand the issues affecting students and the ability to deal with sensitive student issues in a calm and professional manner with an awareness of cultural differences</td>
<td>Essential</td>
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<td>Enthusiasm for team working and a willingness to provide cover for colleagues as required to meet the needs of the service</td>
<td>Essential</td>
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<td>Positive attitude to change with a willingness to adapt systems and processes to ensure maximum efficiency and effectiveness</td>
<td>Essential</td>
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THE DEPARTMENT

We offer research led, quality teaching, based on influential scholarship, international profile and strong links with business in a world class university environment, to develop intellectual, entrepreneurial and highly employable graduates. Our specialist expertise links closely to key themes affecting the modern workplace, globalisation, the ongoing revolution in information technology, risk and financial stability, ethics and business behaviour and the transformation of public services.

Our Mission at The York Management School is to become the natural home within the UK for world-leading scholars who work alongside experts in other academic disciplines as well as their own.

The University has invested in a new building at the heart of our campus for us to move into in 2019. We achieved a very strong performance in the NSS in 2017, and improved in all major league tables in each of the last two years, which has helped contribute towards continued healthy growth in our student population. We plan to grow further in coming years.

At TYMS, we place heavy emphasis on providing a high quality student experience, and we expect that all our colleagues are committed to this agenda. Should you join our Professional and Support Services team, you can expect to be working in collaboration with colleagues across the School to help us develop and deliver our objectives.
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 UNIVERSITY
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 6699
- Complete the online application form

You will need to submit your completed application by midnight (local UK time) on 20 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 Chris Purdham, Senior Administrator via email chris.purdham@york.ac.uk or Jackie Coates, Assessment Coordinator via email jackie.coates@york.ac.uk

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

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