Student and Support Services Coordinator
The York Management School

Closing date: 20 June 2018

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

Vacancy reference: 6704
INTRODUCTION

We are seeking an experienced Senior Administrator with a passion for delivering the highest quality service to students and staff. You will oversee the day-to-day operational management of our Student Office. Working closely with senior colleagues, you will lead a team of Undergraduate and Postgraduate (Taught and Research) Administrators, to provide comprehensive support for students from pre-entry to graduation. You will also oversee a small team of generalist School support administrators, providing services to academics, senior staff and visitors.

You will have knowledge and understanding of processes and procedures supporting the student lifecycle, ideally gained in a student-facing environment as you will be expected to understand the challenges and issues students face. You will be required to guide your team and provide higher-level advice and guidance to students and academics and support colleagues from within and outside the School. This is a demanding and varied role; you will be an organised self-starter with exceptional communication skills and the ability to motivate a team in a busy environment. You will have an excellent understanding of student processes and extensive experience of operating, reviewing and developing related procedures and systems. You will have meticulous attention to detail and a demonstrable commitment to continuous service improvement.

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

Yvonne Ablett
School Manager
Main purpose of the role

Reporting to the Student Experience Manager, this role is designed to ensure comprehensive administrative support is provided to all undergraduate and postgraduate (taught and research) students, academic and other senior colleagues within the School:

- Supervise and co-ordinate the Student Office and the School Support Office, ensuring high quality administrative services are delivered to students, staff and visitors with friendly diplomacy, tact and complete confidentiality as required. Ensure that information and responses are accurate and prompt.

- Reporting directly to senior PSS colleagues, you will oversee and review all administrative systems and activities that underpin the efficient and timely delivery of student-facing and other administrative processes, developing clear and accessible procedures and guidelines in collaboration with other colleagues, demonstrating commitment to continuous service improvements.

- Building relationships with central support services, staff in other academic departments and School colleagues including programme and module leaders, to ensure smooth and effective communication on a range of issues including specialised or complex procedural matters.

Key responsibilities

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

- Line management of staff including responsibility for performance reviews of the team members, monitoring and reviewing objectives and ensuring that any training and development needs that are identified are met.

- Understand the School’s Programme structures and University programme regulations, to enable appropriate responses to more detailed queries. Providing guidance to your team where needed.

- Ensuring compliance with Tier-4 visa monitoring regulations; consulting and communicating with appropriate colleagues were necessary and ensuring that accurate records are maintained for audit.

- Ensure the accuracy and timely maintenance of student records on University and School systems, including the appropriate management of electronic student files.

- Take a key role in the induction, training and support of new staff (both support and academic colleagues), participate and input to recruitment activities for support roles within your team.

- Oversee and review administrative systems to support a wide range of academic procedures and processes, to ensure they are fit for purpose and to maximise efficiency.

- Understand and empathise with student issues and provide detailed guidance on the more complex queries or issues.

- Ensure effective use of a range of communication methods to engage with students, including social media and face-to-face initiatives, building and maintaining close working relationships to improve student engagement, satisfaction and success.

- Supporting School committees, producing agendas and minutes as required and ensuring that follow up actions are progressed.

- Ensuring information in published materials, including the web, is accurate and taking responsibility to update any changes as soon as possible.

- Work closely with the Assessment Co-ordinator to ensure effective sharing of information and knowledge relating to current students.

- Proactively support student-facing events including Open and Visit Days.
JOB DESCRIPTION

- Keep up to date with new initiatives and issues which may impact upon the role and the work of the team. Ensure support staff are informed of changes in policy and/or regulations and that any necessary changes to existing procedures are implemented.

- Any other duties 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

A general education to include three passes at A level, or an equivalent educational qualification, or relevant experience.  

### 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 systems, processes and regulations associated with the student lifecycle.  
- Understanding of the needs of students, particularly supporting those from diverse cultural backgrounds  
- Understanding of the principles of high quality service provision  

### Skills, abilities and competencies

- Able to supervise a team of administrators and to apply available resources to optimum effect  
- Able to provide a high level of service, support and advice to visitors, students and staff  
- Able to show initiative in identifying and following up on issues  
- Demonstrable IT skills with the ability to effectively use MS Office suite  
- Able to communicate effectively both orally and in writing and with a wide range of people  
- Must be able to work to a very high degree of accuracy  
- Able to manage own time effectively to meet tight deadlines and manage conflicting priorities  
- Able to prepare agendas and provide concise and accurate minutes from large School meetings  
- Able to undertake service and procedural reviews.
# PERSON SPECIFICATION

## Experience

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<tr>
<th>Description</th>
<th>Essential/Desirable</th>
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<tr>
<td>Experience of managing individuals and teams effectively</td>
<td>Essential</td>
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<tr>
<td>Relevant experience in the provision of high quality customer service</td>
<td>Essential</td>
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<tr>
<td>Experience of working in a busy administrative role within a large complex organisation</td>
<td>Essential</td>
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<td>Experience of working to tight deadlines</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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<td>Experience of servicing committees</td>
<td>Essential</td>
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<tr>
<td>Previous experience of successfully reviewing and improving systems and processes</td>
<td>Essential</td>
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<td>Previous experience of working in a student-facing administrative role</td>
<td>Desirable</td>
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<tr>
<td>Experience of using student records systems and databases, eg SITS, Data Warehouse and e-Vision</td>
<td>Desirable</td>
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## Personal attributes

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<tr>
<th>Description</th>
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<td>Dynamic and enthusiastic interpersonal approach with strong commitment to excellence in service provision including a willingness to adapt systems and processes to ensure maximum efficiency and effectiveness</td>
<td>Essential</td>
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<td>Professional, helpful and approachable attitude with a diplomatic, confident and efficient manner in dealing with a range of people and situations.</td>
<td>Essential</td>
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<td>Highly motivated and able to motivate others; working confidently and independently, whilst displaying enthusiasm for teamwork initiatives</td>
<td>Essential</td>
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<td>Friendly, approachable manner with a helpful ‘can-do’ attitude</td>
<td>Essential</td>
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<td>Positive attitude to change with the ability to support others</td>
<td>Essential</td>
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<td>Able to deal with sensitive student issues in a calm and professional manner demonstrating confidentiality, cultural awareness and sensitivity to a range of problems</td>
<td>Essential</td>
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<td>Commitment to personal development of self and others.</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.
A place where we can ALL be ourselves #EqualityatYork

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.
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
- Find this job using reference 6704
- 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