Student Services Administrator (Complaints)
Student and Academic Services

Closing date: 13 June 2018
Interview date: 27 June 2018
Vacancy reference: 6710
As Student Services Administrator, you will be based in the Complaints team, designing and implementing central processes to manage informal complaints. You will work with Complaints Officers to support their investigations, and to maintain accurate records of their investigations and recommendations. You will manage correspondence with students, including some experiencing some degree of distress, and will ensure that complaints are managed with appropriate understanding of both the students’ experiences and of the University’s obligations under the legal and regulatory frameworks that apply (including the University Regulations, GDPR, the Competition and Markets Authority, the Office for Students, and the work of the Office for the Independent Adjudicator).

In conjunction with Complaints Officers, you will develop recording systems which comply with our obligations under GDPR, but allow appropriate staff to access necessary information to provide evidence, investigate complaints and make recommendations and decisions about potential outcomes for complaints. You will triage incoming communications and complaints to determine which, if any, need to be escalated with urgency.

This is an exciting opportunity to be part of a focussed project team developing key processes for the University, and delivering an important service to both the University and our students.
**JOB DESCRIPTION**

**Main purpose of the role**

To develop and carry out a range of administrative processes in order to facilitate the smooth running of the investigation and resolution of student complaints.

**Key responsibilities**

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

- Apply a good working knowledge of departmental/service administrative systems to answer queries and resolve problems from colleagues 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.

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

- Provide effective and efficient administrative секретarial 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/service-related documentation using different media, eg, newsletters, promotional literature, induction and welcome packs, lecture materials, conference presentations, etc

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

- Supervise the work of an administrative colleague, allocating and checking work as required

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

**At a glance**

<table>
<thead>
<tr>
<th>SALARY</th>
<th>£20,989 - £24,285 a year, on Grade 4 of the University of York pay scale</th>
</tr>
</thead>
<tbody>
<tr>
<td>HOURS OF WORK</td>
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<td>CONTRACT TYPE</td>
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**Salary**

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**Contract type**

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**Based at**

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## 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>
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### Knowledge

<table>
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<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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<tr>
<td>Knowledge of office accounting processes</td>
<td>Essential</td>
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<tr>
<td>Knowledge of a full range of MS office applications particularly Word, Excel, Access, PowerPoint and online media</td>
<td>Essential</td>
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### Skills, abilities and competencies

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<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>
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<tr>
<td>Ability to communicate effectively with a wide range of people, orally and in writing</td>
<td>Essential</td>
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<tr>
<td>Numeracy &amp; literacy skills with the ability to monitor expenditure against a financial account/budget and maintain a petty cash system</td>
<td>Essential</td>
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<tr>
<td>Competent in the design and production of a range of information and promotional documentation and literature</td>
<td>Essential</td>
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<tr>
<td>Ability to prepare agendas and take &amp; transcribe minutes</td>
<td>Essential</td>
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<tr>
<td>Competent in diary management, with the ability to plan and organise meetings, small scale events, workshops and conferences</td>
<td>Essential</td>
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<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>
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<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>
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**PERSON SPECIFICATION**

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<th>Experience</th>
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<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 analysing data and presenting summary information in a clear and concise format</td>
<td>Essential</td>
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<tr>
<td>Experience of organising events &amp; meetings</td>
<td>Essential</td>
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<tr>
<td>Experience of providing an excellent standard of customer service</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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<tr>
<td>Able to work flexibly, under pressure and to tight deadlines</td>
<td>Essential</td>
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THE DEPARTMENT

Student and Academic Services provide administrative and advisory 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 a significant impact on the University’s ability to achieve its ambition of offering and outstanding and valuable experience, and to support our colleagues in achieving excellence in research, teaching, and the student experience. We are in a strong position to shape and influence the way that the University delivers its objectives. We provide a collection of professional services which contribute to the quality of the student experience; these services are organised in five sections:

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

Student Services is engaged in a broad range of activities which underpin the student journey, the administration of teaching and learning, and the University’s relationship with key stakeholders and external agencies. We are responsible for matters relating to:

- front-of-house support, information, and guidance;
- student advice;
- student records management;
- student enrolment;
- student financial support;
- academic progress;
- examinations and assessment;
- academic appeals;
- graduation;
- research student administration;
- compliance and statutory returns; and
- student systems development.

We are comprised of a team of approximately 60 staff members organised in 11 teams. Our teams work in partnership with academic departments and professional services across a wide range of operational and development activities. We’re working together to identify opportunities to introduce greater harmonisation of the administrative processes and tasks that support the student journey, and to adapt and develop our services to meet new requirements.
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 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 6710
- Complete the online application form

You will need to submit your completed application by midnight (local UK time) on 13 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 jen.wotherspoon@york.ac.uk

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

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