College Administrator
Student & Academic Services

Closing date:  3 October 2018
Interview date: To be confirmed
Vacancy reference: 7029
INTRODUCTION

The University was established with a collegiate model in the belief that college communities enhance scholarship and enrich the student experience.

Colleges play an important role in providing a distinctive and cohesive experience for students and staff and in enriching the academic life of the institution.
Main purpose of the role

The College Administrator is a key member of the College Team and a principal point of contact regarding College matters. They are responsible for providing day-to-day administration for the College, liaising with internal and external stakeholders and communicating with residents and the broader college membership.

Key responsibilities

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

Front of house:
- To be a key point of contact, in agreed office hours, for enquiries about college matters (from staff, students, parents, academic departments, support departments, and external enquirers).
- To establish concerns and correctly signpost students to relevant support services (including members of the College Team, Student Support Services, Reception Staff, Accommodation and other support services) as appropriate.
- To use initiative and make decisions to solve and address problems locally, when appropriate.

Administrative and Support functions:
- To assist the rest of the College Team (Head, Assistant Head and Tutors) in organising, administering and promoting the whole range of College events, activities and publications for Arrivals Weekend, annual college festivals, social activities, dinners, welcome events, etc.
- To liaise with all staff and student college committees, advising them on their college events and issues as required.
- To communicate key messages to individuals and the College as a whole.
- To collate information for, and disseminate, the weekly College Newsletter.
- To participate in College initiatives and community building in order to support the growth and development of students, staff and alumni.
- To act as secretary to the College Council and other college team meetings.
- To work collaboratively towards the smooth running of the college with colleagues in other services (Facilities Management, Cleaning Team Leaders, Reception Staff, Accommodation Services).
- To manage the College office and maintain student records, including maintaining records of student support/disciplinary issues relating to the College.
- To maintain the College’s website and Social Media presence.
- To administer relevant bookings for dedicated College spaces/facilities.
- To administer relevant charges and fines.
- To oversee activities of Tutors and temporary and voluntary staff as requested by the Assistant Head of College.

Accommodation:
- To allocate rooms and deal with related enquiries, balancing the needs of individuals and the College in order to promote a harmonious environment.
- To oversee the management of stocks of keys (including maintenance, reconciliation and replacement ordering) and charges, as appropriate.
- To work with the Facilities Manager and Cleaning Team Leader to assess when extra accommodation charges should be levied and appropriately charge these to student accounts.

Finance:
- To record income and expenditure against a service-related budget, overseen by the Head of College.
- To issue/authorise invoices, handle cash and monitor the monthly budget reports for the College.

The above list of duties is not exhaustive and is subject to change. The post holder may be required to undertake others duties within the scope and grading of the post.

Condition of appointment

This role is exempt from the Rehabilitation of Offenders Act. Consequently, all applicants will be asked to declare both unspent and spent convictions on their application form.

Appointment of the successful candidate will be conditional on a Disclosure and Barring Service check.
# PERSON SPECIFICATION

## Qualifications

<table>
<thead>
<tr>
<th>Qualifications</th>
<th>Essential/Desirable</th>
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<tbody>
<tr>
<td>A general education to include passes at A Level or an equivalent educational qualification or relevant experience</td>
<td>Essential</td>
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## Knowledge

<table>
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<tr>
<th>Knowledge</th>
<th>Essential/Desirable</th>
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<tbody>
<tr>
<td>Understanding of the issues which students, including those from other countries and cultures, may experience</td>
<td>Essential</td>
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<td>Thorough knowledge of all Microsoft Office applications</td>
<td>Essential</td>
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<td>Knowledge of Google Apps</td>
<td>Essential</td>
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<td>Knowledge of the position of colleges within an institution</td>
<td>Desirable</td>
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<td>Knowledge of current University of York policies (such as welfare and discipline issues, harassment and equality issues)</td>
<td>Desirable</td>
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## Skills, abilities and competencies

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<thead>
<tr>
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<th>Essential/Desirable</th>
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<tbody>
<tr>
<td>Excellent interpersonal and people skills</td>
<td>Essential</td>
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<td>Excellent oral and written communication</td>
<td>Essential</td>
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<td>Strong IT skills: including word processing, email, web page maintenance, manipulating databases and spreadsheets, establishing and managing online information</td>
<td>Essential</td>
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<td>Proven ability to plan and organise own workload, manage projects and work to deadlines</td>
<td>Essential</td>
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<td>Ability to manage a service related budget</td>
<td>Desirable</td>
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## Experience

<table>
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<th>Essential/Desirable</th>
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<tr>
<td>Experience of liaising with a variety of departments</td>
<td>Essential</td>
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<td>A thorough understanding of the principles involved in service provision and in office management within a large complex organisation</td>
<td>Essential</td>
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<td>Experience in organising social events</td>
<td>Essential</td>
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<td>Experience of the higher education environment</td>
<td>Essential</td>
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<td>Experience in working with a range of students (including international students, graduates, mature students, students with families)</td>
<td>Desirable</td>
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<td>Experience of using University specific databases (e.g. SITS, Kinetics)</td>
<td>Desirable</td>
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<td>Experience of maintaining University websites</td>
<td>Desirable</td>
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<td>Experience of maintaining social media accounts</td>
<td>Desirable</td>
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<td>Experience of participating in events/activities, marketing and advertising campaigns</td>
<td>Desirable</td>
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<tr>
<td>Experience of liaising with a variety of departments</td>
<td>Desirable</td>
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<tr>
<td>Personal attributes</td>
<td>Essential / Desirable</td>
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<tr>
<td>Ability to deal with confidential matters and act with discretion</td>
<td>Essential</td>
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<td>Ability to work with individuals from diverse backgrounds</td>
<td>Essential</td>
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<td>Willingness to continue personal development and engage in appropriate training</td>
<td>Essential</td>
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<td>Willingness to accept some flexibility in working hours</td>
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<td>Demonstrable ability to form positive working relationships and work well as part of a team</td>
<td>Essential</td>
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<td>Initiative and an ability to think and work quickly and with a high degree of independence</td>
<td>Essential</td>
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<td>The self-reliance to work with a high degree of autonomy and self-motivation, and a strong ability to collaborate in virtual teams</td>
<td>Essential</td>
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<td>Willingness to engage with the College and its identity</td>
<td>Essential</td>
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Student and Academic Services is responsible for providing and improving the principal central services that support student life at York.

Collectively, and in collaboration with other parts of the University, we contribute to improving the experience and success of University of York students and staff 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 feels 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.

The Academic Registrar heads up Student and Academic Services and has overall responsibility for the following:

- Careers and Placements
- Student Services
- Open Door and Disability
- Colleges

The College system is a major part of the student experience at York. Most students live in College for their first year and many upper-year students remain in college accommodation and/or maintain active links with the college. The Colleges help to foster a strong sense of community, providing members with opportunities to form friendships, take part in social and sporting events and access wellbeing support at whatever level they need it. College members include all types of staff, as well as students, alumni, and members of the wider York community. Each of the Colleges has its own distinctive identity, atmosphere, facilities and history.

Wentworth College opened in October 1972 and became the University of York’s first postgraduate only college in 2002. The Wentworth community is diverse, consisting of a mixture of taught and research postgraduates from the UK and from all around the world.

The college mission is to enable and support our members to build and shape their own inclusive and supportive community. The college aims for every member to feel that being part of Wentworth has given them opportunities that have enriched their experience at the University of York.
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 7029
- Complete the online application form

You will need to submit your completed application by midnight (local UK time) on 3 October 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 claire.adnderson@york.ac.uk

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

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