Postgraduate Administrator (Maternity Cover)
Department of Economics and Related Studies

Closing date: 21 November 2018
Interview date: 14 December 2018
Vacancy reference: 7145
INTRODUCTION

This is an established post and is available as cover for a maternity leave.

The role has been designed to oversee the student services function, and the administrative activities, connected to the delivery of the departments Postgraduate (PG) Programmes (MSc & Research)

You will supervise a small team dedicated to the PG students and programmes, whilst working in cooperation with the departmental UG team, to provide the first point of contact for all student enquiries.

You will play a pivotal role in ensuring that every stage of the PG student lifecycle within the department is managed efficiently and effectively, from the pre-application stage through to graduation.

You will manage all activities, systems and records that support the PG students and programmes, ensuring that resources are deployed effectively to maintain high standards of service and support.

You will work closely with the PG Admissions Team, the Student Services Manager and the departmental Assessments Team to deliver guidance, advice and support to internal and external contacts.

You will provide full administrative support to the Graduate School Board and the Staff Student Forum.

This post is available from the 14 January 2019 (at the earliest), on a fixed term basis for a period of 12 months in the first instance, with the possibility of extending it to late April / early May 2020.
Main purpose of the role
To supervise and co-ordinate a small administrative team providing an administrative service to facilitate the smooth running of a department or service.

Reporting directly to the Student Services Manager, you will manage and review all administrative systems and activities that underpin the efficient delivery of Postgraduate Programmes within the Department (MSc and Research) which may include joint programmes with other departments. Ensuring that a professional and supportive service is delivered to students and colleagues from the pre-application stage through to graduation.

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

- Supervise a small team of administrative staff; ie, allocate work and ensure that tasks are completed to objectives, quality and timeliness
- Provide input to, or carry out, the performance reviews of team members, monitor and review objectives, and ensure that any training and development needs that are identified are met
- Manage 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
- Provide detailed advice and guidance, on department/service specialist processes and procedures, to internal and external enquirers

- Produce management information and data as required in relation to student numbers, student engagement, attendance, module choice, programme structure, transfer/withdrawal and leave of absence
- Write formal reports and presentations for department/service managers, which may include reports on programmes of study, staff performance, and service development
- Oversee the production of a wide range of departmental information, documentation and promotional media in various formats (web based, electronic and hard copy)
- Manage all aspects of the organisation of key departmental activities and major events such as student visit days, open days, registration/wELCOME events, graduation
- 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

Prospective Activities
(Role holders will be required to undertake some or all of the duties below. They will supervise a small team and allocate duties to ensure that all activities are covered and objectives met. This is not a comprehensive list and is subject to change depending on the needs of the department)

Staff Supervision
Supervising a small team of support staff which includes the following activities:

1. Key role in recruitment, induction and training for new staff.
2. Allocating duties, monitoring workload, reviewing objectives, input to performance reviews.
3. Identifying training and development needs.
4. Managing the teams’ annual leave and flexi leave to ensure cover and continuity of service.
5. Working cooperatively with the UG team to jointly provide a front of house, first point of contact for all students (this includes the staffing arrangements of a reception desk)
JOB DESCRIPTION

Servicing Committee’s
Support to the Chair, drafting & circulating agendas and associated paperwork, attending the meetings and taking minutes, producing accurate minutes promptly, following up on action points and associated business:

6. Graduate School Board.
7. Staff Student Forum (MSc and Research)
8. Other Committee’s or Working Groups as formed / assigned.

Student & Programme Support – Administrative Management (MSc and Research)
Managing and reviewing systems to support the lifecycle of PG students and programmes as assigned (MSc & Research, joint programmes and PEP); maintaining accurate records and files, managing data securely and with discretion, maintaining the Universities Student Records Database. This includes:

9. Providing students with information, advice, guidance and support throughout their studies, ensuring a quality service.
10. Working closely with the PG Admissions Team regarding pre-application and admissions activities and data; ensuring an efficient service for this very important process.
11. Organising / arranging start of term and start of programme activities.
12. Programme registration and enrolment activities, including online handbooks and programme information.
13. Programme and module specifications.
14. Student records and appropriate filing systems and archives (online and departmental)
15. The process of module selection and pre-requisites, online or otherwise (this may lead to the process of module / student feedback)
16. Individual student cases; leave of absence, programme transfers, withdrawals.
17. Working with other support colleagues regarding mitigating circumstances and special cases.
18. First destination information regarding PG students (PhD completers)
19. Activities surrounding Research / PhD Studentships (Departmental, ESRC, Overseas Student Scholarships etc)
20. Activities surrounding student placements and internships if appropriate to the assigned programmes.
21. Working closely with the Summer Session Coordinator to organise and support all activities in relation to the Summer Session.
22. Take responsibility for the content and updating of all published materials detailing the departments PG programmes to current and prospective students (e.g. web pages, promotional materials, prepare to study site) This may include the VLE.
23. Supporting the Student Services Manager where required to monitor the attendance of students. This includes:
   • Monitoring the attendance of Tier 4 visa students and contacting them as required, in line with University policy.
   • Processing, recording and distribution of the department’s attendance warning letters to students, in line with Departmental policy.
   • Recording the attendance of students at compulsory supervision meetings.
   • Assisting with the completion of Points Based Immigration Systems (PBIS) Reports.
   • Alerting the Student Services Manager promptly regarding any problems or issues in relation to attendance monitoring of students.
## PERSON SPECIFICATION

<table>
<thead>
<tr>
<th>Qualifications</th>
</tr>
</thead>
<tbody>
<tr>
<td>A general education to include three passes at A level, or an equivalent educational qualification, or relevant experience</td>
</tr>
<tr>
<td>Degree or equivalent relevant experience</td>
</tr>
</tbody>
</table>

### Knowledge

- A thorough understanding of the principles of service provision and office management within a large, complex organisation | Essential |
- Thorough knowledge of all Microsoft Office applications                          | Essential  |

### Skills, abilities and competencies

- Ability to supervise a small team of administrators and to apply available resources to optimum effect | Essential |
- Ability to review procedures and processes, ensuring they are fit for purpose and maximise efficiency; make recommendations for improvements as identified and implement agreed changes | Essential |
- Ability to manage a service-related budget and associated accounts, and write financial reports and produce management statistical information and data as required | Essential |
- Ability to write clearly and succinctly, for reports and publication, including web-publication | Essential |
- Strong IT skills: including word processing, email, web page maintenance, expertise in manipulating databases and spreadsheets | Essential |
- Excellent oral and written communication skills, with the ability to provide detailed advice and guidance on specialist defined processes and procedures to internal and external contacts | Essential |
- A high degree of attention to detail                                             | Essential |

### Experience

- Experience of managing or supervising people                                    | Essential |
- Experience of the work practices, processes and procedures relevant to the role | Essential |
- Considerable experience in writing service-related reports for senior managers, which may include reports on finances, staff performance and service development | Essential |

### Personal attributes

- Demonstrable ability to work as part of a team                                 | Essential |
- Organised and flexible, able to prioritise                                    | Essential |
- Demonstrable initiative                                                        | Essential |
- Ability to deal with confidential matters and act with discretion              | Essential |
- Highly motivated, able to work independently or as part of a team              | Essential |
THE DEPARTMENT

As one of the largest UK Economics Departments, we have an outstanding international reputation for both research and teaching.

Our Department includes economists, econometricians, statisticians and economic historians and is prestigious, lively and an international community of students, academics and professional support staff.

In the last Research Excellence Framework (2014), we were ranked top 10 in the UK for Research Impact (the benefit of our research to wider society) and top 10 according to research power, with three-quarters of our research defined as 'world-leading' or 'internationally excellent'.

Economics at the University of York was ranked among the top 100 economics departments in the world and in the top 10 in the UK in the latest round of subject-level assessment by both Tilburg University's Worldwide Economics Research Ranking and the 2018 Shanghai Ranking Consultancy.

We cover six key areas with critical mass; microeconomics (including experimental economics), macroeconomics / finance, econometrics, applied econometrics, health economics and economic history. Our academic staff contribute to these six key fields and a full list of staff, and their interests, can be found at [https://www.york.ac.uk/economics/](https://www.york.ac.uk/economics/)

We have over 700 undergraduate, 200 postgraduate and 50 PhD students, and a faculty of over 50 academics and 17 support staff. Research and teaching are interlinked and emphasis is placed on excellence in both. Our recent publications appear in top journals such as the AER, Econometrica, the JPE and the Journal of Financial Economics.

The Department has a strong research and postgraduate emphasis. MSc programmes currently recruit around 200 students each year, with more than 10 applications per place. There are programmes in Economics, Economics & Finance, Development Economics & Emerging Markets, Finance, Finance & Econometrics, Health Economics, Economics & Social Policy Analysis, Public Economics, and Project Analysis Finance & Investment. Around 50 students are registered for PhD degrees. There is a well-established programme of teaching scholarships to support teaching by academic staff, and the Department receives ESRC postgraduate studentships through the White Rose Doctoral Training Centre as well as other postgraduate studentships sponsored by the University and the private sector.

The Department is committed to delivering an outstanding student experience. In 2017 our National Student Survey scores were some of the highest of the research-intensive universities. Among Russell Group Economics departments, York was ranked top for Assessment & Feedback, top for Academic Support, and second for Overall Satisfaction with an
THE DEPARTMENT

approval rating of 91%.

We have a strong set of undergraduate programmes including programmes taught in conjunction with the Department of Mathematics. Students are encouraged to engage with the practice of investment management through the Griff Investment Fund, which is funded by an alumnus and run by 40 enthusiastic undergraduate analysts, http://www.griff-fund.ac.uk

Our Department has a strong research and postgraduate emphasis. MSc programmes currently recruit around 200 students each year, with more than 10 applicants per place. There are MSc programmes in Economics, Economics & Finance, Economics & Econometrics, Development Economics & Emerging Markets, Finance, Finance & Econometrics, Health Economics, Economics & Public Policy and Project Analysis, Finance & Investment. There is also a joint programme in Financial Engineering, as well as Distance Learning programmes in Health Economics.

We have around 50 postgraduate students registered for PhD degrees and there is a well-established programme of teaching scholarships to support teaching by academic staff. The Department has received ESRC postgraduate studentships through the White Rose Doctoral Training Centre as well as other postgraduate studentships sponsored by the University and the private sector.

Our Department has several seminar / workshop series and its own discussion paper series. There are generous funds for the support of research managed by the Departmental Research Committee and excellent desk tops for all members of the department. Research activity is organised into six research clusters of academic staff and research students built around our key research areas. The clusters encourage collaboration and communication within the department.

There are a variety of central support facilities (financial and other) to assist research and training initiatives. Further support is provided by our embedded departmental professional support staff, including a Technical Services Manager. The University provides training and other forms of support, such as Yorkshare virtual learning environment (VLE), for teaching.

The Economics Department is located on the Heslington West campus. Further information about the department, and the programmes that we offer, is available at: http://www.york.ac.uk/economics/
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 7145
- Complete the online application form

You will need to submit your completed application by midnight (local UK time) on 21 November 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 Diane Atkinson, Student Services Manager, on diane.atkinson@york.ac.uk

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

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