Student Support Associate
Student and Academic Services

Closing date: 29 November 2018
Interview date: 18 December 2018
Vacancy reference: 7177
INTRODUCTION

Student Services works to enable an excellent experience for students during their time at the University of York. We provide information, advice, guidance and support to students and work with them from before their enrolment through until beyond their graduation. We also provide advice and guidance to colleagues across the University who rely on our expertise and knowledge to support the student lifecycle.

We provide a range of student facing services that we deliver in ways that are welcoming, logical and accessible for students, staff and other service users, and reaffirming our commitment to providing excellent services of a high professional standard. We are committed to excellence and work in a collaborative and fast-moving environment. We expect staff to work flexibly as they develop a rewarding career in Higher Education. In this role you will work independently and as part of a team and will be willing and able to learn policies and processes quickly.

Reporting to the Student Information Team Manager, you will join a team providing a professional, effective and welcoming front of house service, ensuring that exceptional customer focussed standards are delivered at all times across Student and Academic Services.
Main purpose of the role

You will provide a key role in delivering a professional, effective and welcoming front of house service for Student and Academic Services, ensuring that exceptional customer focused standards are delivered at all times. You will learn and become familiar with University procedures and manage and respond to a wide range of queries relating to students, including incidents and emergencies, sensitively, promptly, accurately and effectively, eliciting information and treating all queries appropriately. You will work with others to resolve queries wherever possible, and to signpost and refer to the relevant service as and when appropriate. Close collaboration with colleagues is essential in this role in order that a holistic, student centred approach is adopted.

You will work with all sections of Student and Academic Services and other appropriate professional services to establish and agree service level standards and to keep up to date with University policies and procedures and ensure that accurate and appropriate information and guidance is delivered to students at all times, making certain that each enquiry is seen through to its conclusion by the University.

You will undertake a variety of administrative and support processes, accurately maintaining all associated systems and records in order to facilitate the smooth running of the service.

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

- Act as a point of contact for queries and, working collaboratively with colleagues, providing detailed information and a range of solutions, interpreting user needs in order to solve problems, signposting or referring students on to other services within and outside Student and Academic Services where appropriate. Where issues cannot be resolved, escalate them as appropriate.
- Apply a good working knowledge of departmental/service systems, to answer queries and resolve problems from service users and colleagues and, referring queries to other team members when appropriate.
- Use initiative to provide an appropriate level of customer service whilst ensuring that work conforms with agreed quality standards, guidelines and procedures.
- Monitor service standards within own area of work and identify areas of improvement as part of planning activities within the team.
- Analyse, manipulate and interpret information in order to provide detailed summary reports and communications.
- Maintain the department/service website/webpages/social media and update content as required.
- Assist in the preparation of relevant service documentation and process documentation and ensure that it is disseminated and updated as required.
- Contribute to the development of office administrative systems, carrying out administrative processes within required deadlines.
- Prioritise own area of work within a general plan or schedule in order to meet deadlines and contribute to team and service planning of future work.
- Ensure day to day security and accessibility of data in your team’s area of responsibility, applying University policy.
- Organise events and meetings on behalf of the team as required.
- Produce accurate and concise notes and minutes of meetings as required.
- Use University systems (HR, Google suite, Finance) as required in the context of the job to support team business.
- Become a skilled user of specialist systems (eg SITS, case management systems) used within your team.
setting and undertake training as required to keep skills up to date.

- Support the wider team with activities as required.
- Undertake other duties commensurate with the grade of the post, as allocated by the line manager following consultation with the post holder.
## PERSON SPECIFICATION

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<tr>
<th>Qualifications</th>
<th>Essential / Desirable</th>
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<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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<tr>
<th>Knowledge</th>
<th>Essential / Desirable</th>
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<tr>
<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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<td>Knowledge of a range of Google Apps for Work, particularly Gmail, Docs, Sheets, Drive</td>
<td>Essential</td>
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<td>Knowledge of a full range of MS office applications particularly Word, Excel, PowerPoint, and on-line media</td>
<td>Essential</td>
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<td>Knowledge of relevant legislation including the Freedom of Information Act and Data Protection Act/GDPR</td>
<td>Desirable</td>
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<td>Knowledge of the SITS student record system</td>
<td>Desirable</td>
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<th>Skills, abilities and competencies</th>
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<td>IT skills, with the ability to use Microsoft Office, particularly Word, Excel, PowerPoint, and the ability to create &amp; maintain web pages and online media, Google Docs, Sheets and Drive</td>
<td>Essential</td>
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<td>Ability to communicate effectively with a wide range of people, verbally and in writing</td>
<td>Essential</td>
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<td>Numeracy &amp; literacy skills with the ability to monitor expenditure against a financial account/budget</td>
<td>Desirable</td>
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<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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<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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<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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<td>Ability to prepare agendas and take and transcribe minutes</td>
<td>Desirable</td>
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<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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<td>Ability to solve basic problems by following set procedures, and to use initiative to resolve problems</td>
<td>Essential</td>
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<th>Experience</th>
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<tr>
<td>Experience of providing an excellent standard of customer service</td>
<td>Essential</td>
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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 using the University’s student record systems</td>
<td>Desirable</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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**Personal attributes**

| Ability to work independently using own initiative and effectively as a member of a team | Essential |
| Able to work flexibly, under pressure and to tight deadlines                  | Essential |
| Able to adapt to change and service improvements                             | Essential |
| Motivation towards customer service excellence and quality                   | Essential |
| Understanding of the needs of those working and studying in higher education | Essential |
| Demonstrable initiative                                                      | Essential |
| Professional, diplomatic and confident in dealing with a wide range of people and situations | Essential |
| Sensitivity and empathy with service users, colleagues and staff             | Essential |
| Commitment to organisational values                                          | Essential |
| Ability to solve problems                                                    | Essential |
| Ability to deal with issues of confidentiality and to demonstrate tact and diplomacy in sensitive situations. | Essential |
| Ability to remain calm under pressure                                         | Essential |
THE DEPARTMENT

Student and Academic Services provides information, advice, administrative 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 significant impact on the University’s ability to achieve its ambition of offering an outstanding and valuable experience and to support our colleagues in achieving excellence in research, teaching and the student experience. We provide a collection of professional services which contribute to the quality of the student experience:

- Student Services
- Academic Support Office
- Careers and Placements
- Colleges
- Student Life and Wellbeing

In support of our ambitions our existing reception services have been brought together in a Student Information team, providing information, support and guidance to service users across a range of our services. In May 2017 the Directorate achieved Customer Service Excellence with this team at the forefront of our endeavour and was successfully re-accredited with the award in May 2018.

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 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, including targeted support where appropriate.
- Building College communities in which students can feel cared for and able to thrive
- Promoting and facilitating students’ personal development, empowerment, self-reliance, career
THE DEPARTMENT

planning and employability

- Enhancing the quality of teaching and learning, and students’ academic skills
- Providing the administrative underpinning for the student life-cycle.

The Student Hub is the central contact point for access to the main professional and specialist services for students experiencing challenges and works collaboratively with colleagues across the directorate and beyond. The team aims to work with students to develop strategies to overcome challenges to enable them to succeed academically and in their wider lives.
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 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 7177
- Complete the online application form

You will need to submit your completed application by midnight (local UK time) on 29 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 Lizz Newbould: lizz.newbould@york.ac.uk or 01904 322151

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

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