Academic Support Administrator
Academic Support Office, Student & Academic Services

Closing date: 16 January 2019
Interview date: 4 February 2019
Vacancy reference: 7277
INTRODUCTION

This vacancy in the Academic Support Office’s Administration Team has arisen from the resignation of the current post-holder. The role is a core element of the Academic Support Office’s administrative team and needs to continue.
Main purpose of the role

The Academic Support Office plays an important role in helping to ensure that the University maintains and develops its reputation for excellence in teaching and learning.

The role forms part of the ASO’s administrative team, providing vital support which contributes to the effective operation and reputation of the Office, and ensures a high standard of service quality. Members of the team each have specialist knowledge and responsibilities to support particular ASO teams or areas of work, whilst also spending a proportion of time contributing to the wider needs of the office.

The post is line-managed by the Executive Assistant and Administration Manager.

Key responsibilities

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

- The role holder’s work will involve a combination of specialist knowledge and responsibilities to support particular ASO teams or areas of work, with a proportion of time contributing to the wider needs of the office with work appropriate to the grade. This model enables the role holders to contribute proactively to ASO teams, gaining ownership, depth of knowledge and responsibility for particular areas of work.

- Collectively, the work of the Academic Support Administrators includes the list of activities below: individual role holders will focus on one or more of these areas, which may change over time:
  - organising the logistics of periodic reviews of academic departments, liaising with colleagues in academic departments, external reviewers, and colleagues across the ASO and in other central teams; collating and circulating documentation, and organising meetings;
  - supporting the ASO’s contribution to departmental annual programme review processes;
  - contributing to the promotion of University-wide teaching and learning surveys such as the National Student Survey, the Postgraduate Taught Experience Survey and the Postgraduate Research Experience Survey;
  - organising calendars of workshops and events for staff and students, handling bookings for the Writing Centre, Maths Centre and Academic Integrity/Turnitin - registering participants and monitoring and maintaining accurate attendance records; dealing with enquiries, organising the printing and distribution of materials, booking rooms and catering, and generally ensuring that events run smoothly;
  - contributing to the organisation and running of the University’s annual Learning and Teaching Conference;
  - managing the appointment and resignation documentation, fees and expenses, induction events and other central administrative processes for undergraduate and taught postgraduate External Examiners, in liaison with academic departments and the Standing Committee on Assessment;
  - processing external examiners’ annual reports and maintaining a log of issues;
  - administration of casual workers, including appointments, Right to Work checks and record keeping, and processing of payment claims;
  - booking travel and accommodation for staff;
  - diary management for senior ASO staff;
  - collecting and summarising workshop evaluations and student feedback, and producing evaluation data reports;
  - developing and maintaining departmental documents and databases, electronic filing, contact details, action plans, and ensuring that information is disseminated appropriately and on a timely basis;

At a glance

<table>
<thead>
<tr>
<th><strong>Salary</strong></th>
<th>Grade 4—£21,414-£24,771 a year</th>
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<tbody>
<tr>
<td><strong>Hours of work</strong></td>
<td>Full-time—37 hours a week</td>
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<tr>
<td><strong>Contract type</strong></td>
<td>Open</td>
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<tr>
<td><strong>Based at</strong></td>
<td>Heslington Campus West</td>
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JOB DESCRIPTION

- developing and maintaining the ASO web pages, including teaching and learning resources for staff and study skills pages for students;

- providing administrative support to working groups and committees, including liaising with Chairs and members, contributing pro-actively to the development of agendas, drafting minutes, action points and correspondence, collating and distributing papers, and initiating/monitoring follow-up actions;

- liaising with colleagues in all parts of the University, and occasionally externally, with respect to the above;

- Providing cover for other administrative staff as required;

- Performing other duties as may be required by the Administration Manager or Head of ASO that are not included above, but which are nevertheless consistent with the role and grade.
## PERSON SPECIFICATION

<table>
<thead>
<tr>
<th>Qualifications</th>
<th>Essential / Desirable</th>
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<tr>
<td>A general education to include 5 GCSE passes at Grade C or above, or an equivalent educational qualification, or relevant experience.</td>
<td>Essential</td>
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<tr>
<td>ECDL or equivalent training in IT.</td>
<td>Desirable</td>
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### Knowledge

- Knowledge and understanding of routine practices and procedures used in an administrative office. | Essential |
- Microsoft/Google Office Packages. | Essential |

### Skills, abilities and competencies

- A high standard of written and verbal communication skills. | Essential |
- Able to use initiative to approach challenges with a positive outlook and suggest solutions. | Essential |
- Able to work under pressure but still provide high quality work with attention to detail. | Essential |
- Good documentation skills; able to keep accurate records. | Essential |
- Able to work as part of a team and also independently. | Essential |
- Consistent accuracy and attention to detail. | Essential |
- Able to prioritise workload to meet deadlines, and to assist colleagues and senior staff in planning future work. | Essential |
- Able to update web pages in CMS. | Essential |
- Able to monitor and reflect on the quality of the services provided within own area of work, and to contribute pro-actively to service improvement. | Essential |

### Experience

- Organising, capturing and summarising outcomes from meetings and workshops. | Essential |
- Taking an active part in a team, helping colleagues as required to ensure that tasks are completed on time and to required standard. | Essential |
- Implementing new and/or change administrative processes. | Essential |
- Event organisation and organising travel arrangements. | Essential |
- Training and/or coaching end users in new systems or processes. | Desirable |
- Experience of providing advice on administrative procedures to colleagues and external customers. | Essential |
- Experience of using CMS. | Essential |

### Personal attributes

- A positive and engaging approach to work and change in an evolving environment. | Essential |
- Sensitivity and empathy with students, colleagues and staff. | Essential |
- A proactive approach, able to solve problems and develop service improvements. | Essential |
- A team player who can appreciate the context of the work to ensure effective support. | Essential |
- Comfortable working flexibly and to tight deadlines. | Essential |
- An organised and methodical approach to tasks. | Essential |
- A commitment to service excellence, equality and diversity. | Essential |
THE DEPARTMENT

The Academic Support Office (ASO) is part of the Student & Academic Services Directorate, which also includes Careers and Placements, Student Services, Open Door and Disability, and Colleges.

Collectively the Directorate contributes to the experience and success of students and staff by:

- providing the support that students and staff need to deal with aspects of student life that can enhance learning and capability;
- promoting and facilitating students' personal development and career planning;
- contributing to the assurance of academic standards and the quality of teaching and learning, and
- providing the administrative underpinning for the student life cycle.

The ASO plays an important role in helping to ensure that the University maintains its reputation for high quality teaching and learning. The Office is responsible for co-ordinating processes for assuring the quality of educational provision and for supporting a wide portfolio of activities aimed at enhancing teaching and learning practices. The work includes:

- supporting departments and individual staff in programme design, improving assessment and feedback, using technology to enhance teaching and learning, and embedding academic skills development in programmes and modules;
- providing, and advising staff on the pedagogic opportunities arising from, technology-related services and online learning tools including lecture recording, in-class polling and software to support student interaction online;
- supporting quality review processes in departments, including Periodic Review and Annual Programme Review, and engagements with professional accreditation bodies;
- supporting the development of academic policy and the University's engagement with national initiatives such as the TEF;
- providing professional development for staff across the University through programmes such as the Postgraduate Certificate in Academic Practice, workshops, online resources, and networking and practice-sharing opportunities including the annual Learning and Teaching Conference;
- providing direct support to students across the University through workshops, 'drop-ins',
appointments and online resources on topics such as English language, mathematics and statistics, intercultural communication, higher-order study skills and academic integrity. This support is designed to enhance learning and also facilitate the transition to University-level education;

- contributing to the University’s widening participation agenda including the delivery of workshop events for school children which help them to understand and aspire to HE-level study;

- evaluating the impact of learning enhancement initiatives, to ensure efficiency and effectiveness and to inform future development and innovation;

- contributing to University thinking and strategic planning, through pro-active proposals and interaction with senior staff;

- maintaining current knowledge of relevant national and international developments, and active engagement with professional networks in the sector.

- promoting examples of excellent practice at the University to the wider sector, both nationally and internationally, through attendance and presentations at conferences and other events.

In delivering these responsibilities, ASO staff work closely with the Pro-Vice-Chancellor and Associate Pro-Vice-Chancellor for Teaching, Learning and Students, the University Teaching Committee, the Standing Committee on Assessment, the Learning and Teaching Forum, the Distance Learning Forum, staff in academic and central departments, and student representatives.

Further information on the work of the ASO can be found at www.york.ac.uk/admin/aso
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](http://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 7277
- Complete the online application form

You will need to submit your completed application by midnight (local UK time) on 16 January 2019

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 Julia Hampshire, Administration Manager, email: Julia.hampshire@york.ac.uk tel: 01904 322155.

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

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