Student Administrator (Maternity cover)

Department of Psychology

Closing date: 6 March 2019

Interview date: To be confirmed

Vacancy reference: 7396
INTRODUCTION

This post is part of the Departmental Academic Support Team, which provides comprehensive administrative services to the Department’s academic programmes (Undergraduate, Masters and PhD) and to its academic and student community.

The team is customer-focused and works in a highly flexible and mutually supportive way, which means that effective teamworking is essential for the role.

The postholder will provide a full administrative support service to the Department in the delivery of years 1 and 2 of the BSc Psychology and MSci programmes including Admissions to the programmes. This includes being the first point of contact for all related queries from staff, students and visitors and working closely with the relevant academics to ensure the smooth running of all related processes.

The postholder will work as a member of a fully integrated team, supporting other team members and deputising for them as required including assisting with Reception cover.
JOB DESCRIPTION

Main purpose of the role
To carry out a range of administrative processes in order to facilitate the smooth running of an administrative service for a Department or Service.

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

- First point of contact for all queries relating to the administration of year 1 and 2 of the BSc and MSci programmes.
- Work closely with the relevant academics in order to manage all aspects of course administration.
- Provide effective and efficient administrative/secretarial support to the UG Admissions Tutor in order to manage all aspects of the departmental undergraduate recruitment and admissions processes.
- Provide effective and efficient administrative/secretarial support to the UG Staff/Student Forum.
- Produce departmental documentation using different media, eg, newsletters, promotional literature and lecture materials, etc.
- Ensure the timely dissemination of information to the appropriate people.
- Taking ad hoc visitors on a tour of the department, explaining key facts about the department.
- Develop an awareness of the work of the Academic Support team as a whole and provide support to team colleagues as and when needed.
- Deputising for other team members as required.
- Apply a good working knowledge of departmental administrative systems to answer queries and resolve problems from colleagues and external customers.
- Contribute to the development of office administrative systems.
- Maintain the relevant departmental webpages and Wiki pages and update content as required.
- Maintain student records on paper, SITS and e:vision.
- Arrange supervision meetings.
- Monitor student attendance, issue EWR’s and update the Tier 4 recording system.
- 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><strong>Salary</strong></th>
<th>£21,414—£24,771 a year</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Hours of work</strong></td>
<td>Full time, 37 hours a week</td>
</tr>
<tr>
<td><strong>Contract type</strong></td>
<td>Fixed term contract until 20 March 2020</td>
</tr>
<tr>
<td><strong>Based at</strong></td>
<td>Heslington Campus West</td>
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At a glance

Salary

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Heslington Campus West
## 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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<tr>
<td>Degree</td>
<td>Desirable</td>
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### Knowledge

<table>
<thead>
<tr>
<th>Knowledge</th>
<th>Essential / Desirable</th>
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<tbody>
<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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<tr>
<td>Knowledge of a full range of MS office applications particularly Word, Excel, Access, PowerPoint and on-line media</td>
<td>Essential</td>
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<tr>
<td>Knowledge of Higher Education environment</td>
<td>Desirable</td>
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### Skills, abilities and competencies

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<tr>
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<th>Essential / Desirable</th>
</tr>
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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>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>Ability to prepare agendas and take &amp; transcribe minutes</td>
<td>Essential</td>
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<tr>
<td>Ability to maintain accurate records</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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<tr>
<td>Excellent interpersonal skills</td>
<td>Essential</td>
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<tr>
<td>Ability to demonstrate good troubleshooting and problem solving skills</td>
<td>Essential</td>
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### Experience

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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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<td>Experience of providing an excellent standard of customer service</td>
<td>Essential</td>
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<td>Experience of working in the HE sector</td>
<td>Desirable</td>
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<tr>
<td>Experience of using the SITS student record system</td>
<td>Desirable</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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<tr>
<td>Strong customer service orientation</td>
<td>Essential</td>
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The Department of Psychology at the University of York is a collegial, supportive department with a reputation for excellence in research, teaching and support for students. We are one of the UK’s leading Psychology departments and one of the top 50 in the world. In 2014, the Research Excellence Framework (REF) ranked the Department 4th out of 82 in the UK in terms of research output, environment and impact in the Psychology, Neuroscience and Psychiatry category. Our research outputs were ranked 2nd in the UK, with 95% being classified as world-leading or internationally excellent.

The Department also holds an Athena SWAN Silver Award for supporting women in science. All aspects of experimental psychology are represented within the Department, with particular strengths in human vision, developmental psychology, memory and learning and language. The Department offers courses in Psychology (BSc) and graduate level MSc courses in Cognitive Neuroscience, Forensic Psychology, Development, Disorders and Clinical Practice, Developmental Cognitive Neuroscience and a Master of Research programme.

The Department also has access to superb research facilities, including the York Neuroimaging Centre (YNiC), where much of the research for this project will take place. YNiC resources include 3-Tesla Magnetic Resonance Imaging, whole head magnetoencephalography, high density electroencephalography, transcranial magnetic stimulation and high performance parallel computing, as well as excellent technical and administrative support.

The Department of Psychology is located in the Heslington West campus of 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 7396
- Complete the online application form

You will need to submit your completed application by midnight (local UK time) on 6 March 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 louise.ward@york.ac.uk

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

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