Administrative Assistant (PG)
Department of Economics

Closing date: 8 April 2019
Interview date: 10 May 2019
Vacancy reference: 7480
INTRODUCTION

The Department of Economics and Related Studies at York is one of the largest in the country. It has over 50 academics and 17 support staff, and over 700 Undergraduate students, 200 Postgraduates and 50 PhD students. The academic community of staff, students and visitors is both intellectually vibrant and international in perspective. The Department carries out world class research in a variety of fields and also has one of the best regarded taught Undergraduate and Postgraduate programmes in the UK. It also houses the editorial offices of the Bulletin of Economic Research (BoER) and the Journal of Health Economics (JHE).

This role forms part of a team reporting to the Student Services Manager. This team is dedicated to providing an effective and efficient service to support all aspects of the student lifecycle, from the pre-application stage through to graduation.

Working as part of a team, and supervised by the PG Administrator, you will provide a first point of contact for all student enquiries.

You will assist the PG Administrator to carry out administrative activities that support the delivery of the departments Postgraduate Programmes. This may involve duties connected to any aspect of the PG Programmes; PG Taught, PG Research, PG Admissions, Summer Session.

You will have knowledge and understanding of the routine practices and procedures used in an administrative office and have experience of working in an administrative role in a busy office within a large, complex organisation.

You will work proactively and with initiative to manage fluctuating workloads and deadlines. You will provide administrative support to postgraduate students (MSc and/or PhD) and the academic staff involved in the teaching and management of the postgraduate programmes. You will work flexibly and as part of a team with an emphasis on quality service provision.

You will have excellent IT skills with experience of using databases and spreadsheets accurately. You will also have experience of communicating with a variety of people at all levels. You should also possess personal qualities such as excellent attention to detail, interpersonal and organisational skills.
Main purpose of the role
To assist the PG Administrator with the administration of the department’s postgraduate (PG) programmes. Duties may involve assisting with any aspect of the administration of the PG programmes (taught and/or research), but in particular the role will:

- Assist the PG Administrator with all aspects of administration connected to the postgraduates taught programmes.
- Assist the Department’s PG Admissions team and the Director of MSc Admissions with all matters relating to admissions/recruitment of the Department’s PG students (this may include both PG taught and PG research admissions).
- Assist the Economics Summer Session Organiser with the administration of the Summer Session.
- Monitor the attendance of PG students holding a Tier 4 Visa, as required by the UK Border Agency.

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

- Respond professionally to enquiries, received on the telephone, in person or electronically, and provide a reception service.
- Provide straightforward advice and support to, or seek information from, departmental/service staff, students and external customers.
- Manage fluctuating workloads and deadlines to administrate a variety of activities.
- Provide administrative support to departmental committees and meetings by preparing agendas and taking, transcribing and circulating minutes.
- Assist in the preparation & production of a wide range of department/service documentation using different electronic and paper based media.
- Input & extract straightforward data and service-related information using databases, and spreadsheets, and maintain an electronic and paper based filing system.
- Make accurate and effective use of computerised office systems to create and revise documents, analyse data and communicate with colleagues, students and external customers.
- Any other duties that fall within the scope of the role as allocated by the line manager following consultation with the role holder.

Prospective Work Activities

Administration of PG Programmes & Student Records – assisting the PG Administrator:

- Manage and maintain accurate paper and electronic records for current and former students; including entering student supervisors and module choices on to the University student database (currently SITS) and confirming the accuracy of data in SITS.
- Responding to email, telephone and face-to-face enquiries, from staff or students, sometimes in the absence of the PG Administrator.
- Staffing the reception desk when necessary.
- Preparation, production and distribution of PG programme related materials; programme and module specifications, programme handouts, induction packs.
- Offering training and guidance to temporary staff, as assigned, during peak periods.
- Assisting and supporting academic staff, as assigned, with specific projects or conferences, involving external organisations.
- Student feedback—gathering student feedback via the departmental / University system within current guidelines/policies. Concentrating on Postgraduate programmes but supporting this activity for Undergraduate programmes as well as required. This involves:
  ◊ Collecting feedback from students on modules/tutors on a term by term basis.
JOB DESCRIPTION

◊ Setting up questionnaires electronically and distributing them through an online system to a specific timetable.

◊ Receiving the test results, creating reports, providing results and data.

◊ Handling queries from both users and tutors.

The system currently used is called ‘Qualtrics’.

MSc & PhD Admissions - assisting the PG Administrator:

Working with the Director of MSc Admissions, the PG Admissions team and the Director of Research Students, to provide administrative support to all aspects of MSc/PhD admissions within the Department:

- Maintain electronic and paper based records, databases and files regarding MSc/PhD admissions within the Department, from initial enquiry through to the registration of the students.

- Use of the appropriate University systems (currently SITS/eVision) to process MSc/PhD admissions applications accurately and in a timely manner, ensuring that Departmental and University deadlines are met.

- Manage the Department’s PG admissions enquiry email account, (currently econ26@york.ac.uk) responding to enquiries from prospective students.

- Apply the Department’s entry requirements to applications as they arrive, providing initial guidance to the PG Admissions team.

- Advising prospective MSc/PhD students and also the PG Admissions team, on entry requirements, University regulations and procedures and interpreting qualifications to assess educational equivalencies.

- Monitor the progress of all MSc/PhD admissions applications – following up, reminding and coordinating the PG Admissions team and academic colleagues to ensure that applications awaiting decision are dealt with promptly.

- Liaising with the University’s Postgraduate Admissions Office to follow up queries and seek clarification where required.

- Providing up to date admissions data and statistics as and when required; collaborating with the Director of MSc Admissions regarding the admission strategies for each programme, providing regular reports on the number of offers made/accepted in order to inform the process further; working with the PG Admissions team to ensure that PG student number targets are met.

- Production of queries and reports by extracting data from the appropriate University systems (currently Access/Oracle/Excel) relating to admissions; confirming their accuracy and exploring inaccuracies.

- Assisting with the registration of new PG students each year; producing registration packs and start of term handouts; advising students.

- Produce reports (currently half yearly and via Mail Merge) regarding research students, circulating to students and supervisors, monitoring their return and subsequent action/filing.

Summer Session

- Monitoring applications and creating lists of incoming students, liaising with the Director of the Summer Session for PG students and with the Accommodation Office.

- Registering participants at the start of the course.

- Dealing with enquiries both before and during the course.

Tier 4 Visa Holding Students (PG) – attendance monitoring

- Monitoring attendance of PG students as required by the UK Border Agency.

All post holders are expected to:

- Attend and engage with relevant training courses, as required.

- Attend, participate and contribute to Departmental/University meetings as required.

- Engage with the annual Performance Review process.

- Co-operate with the annual leave policy and restrictions on leave during peak periods for the role.

- Any other duties, commensurate with the grading of the post, as required by the changing needs of the Department and assigned by the HoD, Deputy HoD and Senior Management Team.

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

A general education to include 5 GCSE passes at Grade C or above, or an equivalent educational qualification, or relevant experience

#### Knowledge

Knowledge and understanding of the routine practices and procedures used in an administrative office

Working knowledge of computer software such as Microsoft Word and Excel

Awareness of the confidentiality of personal information and of the appropriate levels of disclosure

Knowledge and use of University systems e.g. SITS, Qualtrics e:Vision, Student Enquiry Screen and Data Warehouse

#### Skills, abilities and competencies

Ability to make efficient and effective use of standard office computer systems including word-processing, spreadsheets and email

Ability to effectively organise and prioritise own work and follow procedures, in order to produce work to a high standard, to required deadlines

Ability to work independently to solve a range of straightforward problems relating to administrative processes

Ability to contribute to the preparation and production of information and promotional material

Ability to input and extract data from databases and spreadsheets, and prepare standard reports

Good communication skills (verbal and written) and appropriate interpersonal skills, for contact with students, visitors and colleagues

#### Experience

Experience of working in an administrative role in a busy office within a large complex organisation

Experience of taking an active part in a team, helping colleagues as required, to ensure tasks are completed on time and to required standards

Experience of providing advice on administrative procedures to colleagues and external customers

Experience of working within a front line customer service

Experience of working in an administrative post within a Higher Education environment

Experience of providing administrative support to a committee; taking accurate minutes

Experience of editing web pages using content management systems

#### Personal attributes

Works as a member of a team

Comfortable working flexibly, under pressure and to tight deadlines

Adapts well to change and service improvements
The Department of Economics and Related Studies is one of the largest of its kind in the UK, and offers undergraduate and postgraduate programmes in Economics, Finance and Econometrics, as well as postgraduate programmes in Health Economics. Emphasis is placed on high quality in research and teaching, both of which are underpinned by departmental and university initiatives to support quality.

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.

The Department has over 700 undergraduates, 200 MSc and 50 PhD students. Research and teaching are interlinked and we cover six key areas with critical mass; microeconomics (including experimental economics), macroeconomics / finance, econometrics, applied econometrics, health economics and economic history.

The Department is located in a complex of related departments and research facilities at Alcuin College.

There are over 50 academic staff divided between our six key fields. The full list of interests can be found at:

http://www.york.ac.uk/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. These 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.

This post joins a team of dedicated support staff providing administrative support to postgraduate students and the academic staff involved in teaching and managing those programmes.

The 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. Research Activity is organised into 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
THE DEPARTMENT

assist research and training initiatives. Further support is provided by 17 departmental support staff, including a departmental Technical Services Manager. The University provides training and other forms of support, such as Yorkshire virtual learning environment (VLE), for teaching. In addition, the department operates its own teaching support packages and has a library of materials on teaching methods and technology.

Further information about the department is available at http://www.york.ac.uk/economics/
The University

Founded on principles of excellence, equality and opportunity for all, the University of York opened in 1963 with just 230 students. In 2019 it is the home of more than 18,000 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 one of just six post-war universities to have appeared in the world top 100. We were rated 22nd in the 2019 Times & Sunday Times league table. 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 multiple 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 7480
- Complete the online application form

You will need to submit your completed application by midnight (local UK time) on 8 April 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 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