Student Services Administrator (Student Records)
Student and Academic Services

Closing date: 23 May 2019
Interview date: 12 June 2019
Vacancy reference: 7627
INTRODUCTION

Student Services are responsible for enabling 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 to their graduation and beyond. We also provide advice and guidance to colleagues across the University who rely on our expertise and processes to support the student lifecycle. The work of the Service is important in ensuring that the University meets a number of statutory compliance duties.

We are also responsible for many of the central administrative functions of the University; we maintain the student records, and support and develop the systems and processes that allow for the smooth transition of students through their studies.

We are committed to excellence and work in a collaborative and fast-moving environment. We expect staff to work flexibly and to move within teams and specialisms as they develop a rewarding career in Higher Education.

We are currently recruiting to a vacancy in the Student Records team who are responsible for ensuring the overall quality of data held within the University’s student records system (SITS). You will work with colleagues within Student Services, Academic departments and other Professional Services to support activities from enrolment through to Graduation. You will maintain accurate and complete records, process changes in circumstances, resolve data discrepancies and support students throughout their journey. You will ensure that effective processes are in place to support these activities, and will make suggestions for review and change. A detailed understanding of these processes provides a valuable foundation to those seeking career progression within the sector.

This is an exciting opportunity to be part of a team responsible for a number of key activities which underpin the service provided to our student population. In this role you will gain a detailed understanding of the systems and processes which underpin our record management activities and support the enrolment and progression of students. This is a challenging and constantly changing area, requiring close attention to detail, flexibility in working practices and the ability to quickly review and implement changes.

If you are an organised, solution focussed individual with a high degree of attention to detail and accuracy, who is committed to service improvement to support the student experience, we would like to hear from you.
Main purpose of the role

To work within Student Services to carry out administrative duties required to facilitate the effective and efficient delivery of processes that underpin the student journey. The role is focused principally in the Student Records team and will initially work on supporting processes for the University of York’s new Degree Apprenticeship programmes as well as the main business of the Student Records team.

Key responsibilities

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

- Apply a good working knowledge of departmental/service administrative systems to answer queries and resolve problems from colleagues and service users and, referring queries to other team members when appropriate.
- Monitor service standards within own area of work and support team activity to make improvements.
- Analyse, manipulate and interpret information in order to provide detailed summary reports and communications.
- Assist in the preparation of relevant service information 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 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 teams’ 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 specific specialist systems (e.g. SITS, case management systems etc.) used within your team setting and undertake training as required to keep skills up to date.
- Support the wider Student Services Team with activities as required
- Undertake other duties that fall within the scope of the job, 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>
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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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<th>Skills, abilities and competencies</th>
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<td>Strong IT skills, with the ability to use Microsoft Office, particularly Word, Excel, Access, PowerPoint,</td>
<td>Essential</td>
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<td>Ability to communicate effectively with a wide range of people, orally and in writing</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 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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<td>Ability to gather and process information and generate accurate data on request</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>Essential</td>
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<td>Competent in the design and production of a range of information and promotional documentation and literature</td>
<td>Desirable</td>
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<td>The ability to create &amp; maintain web pages and online media</td>
<td>Desirable</td>
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<td>Ability to prepare agendas and take &amp; transcribe minutes</td>
<td>Desirable</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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<tr>
<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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<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 the SITS Student Record system</td>
<td>Desirable</td>
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## Personal attributes

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<tr>
<td>Able to work flexibly, under pressure and to tight deadlines</td>
<td>Essential</td>
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<td>Ability to work effectively as part of a team</td>
<td>Essential</td>
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<td>An energetic, professional and thorough approach to work, with an eye for detail</td>
<td>Essential</td>
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<td>A commitment to data quality and the accuracy of data management</td>
<td>Essential</td>
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<td>A commitment to the provision of excellent customer service</td>
<td>Essential</td>
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<td>Ability to adapt to change and service improvements</td>
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<td>Highly motivated, able to learn quickly and work independently or as part of a team</td>
<td>Essential</td>
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<td>Professional, diplomatic and confident in dealing with a wide range of people and situations</td>
<td>Essential</td>
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<td>Sensitivity and empathy with students, colleagues and staff</td>
<td>Essential</td>
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Student and Academic Services provide administrative and advisory 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 a significant impact on the University’s ability to achieve its ambition of offering and outstanding and valuable experience, and to support our colleagues in achieving excellence in research, teaching, and the student experience. We are in a strong position to shape and influence the way that the University delivers its objectives. We provide a collection of professional services which contribute to the quality of the student experience; these services are organised in five sections:

- Academic Support
- Careers and Placements
- Colleges
- Open Door
- Student Services

Student Services is engaged in a broad range of activities which underpin the student lifecycle from enrolment through to graduation. We are the first point of contact for students for everyday enquiries and specialist advice, and provide and support essential processes, systems, and events that underpin the student journey, the administration of teaching and learning, and the University’s relationship with key stakeholders and external agencies. We are responsible for matters relating to:

- front-of-house support, information, and guidance;
- student advice;
- student records management;
- student enrolment;
- student financial support;
- academic progress;
- examinations and assessment;
- academic appeals;
- graduation;
- research student administration;
- compliance and statutory returns; and
- student systems development.

We are comprised of a team of approximately 60 staff members organised in 11 teams. Our teams work in partnership with academic departments and professional services across a wide range of operational and development activities. We’re working together to identify opportunities to introduce greater harmonisation of the administrative processes and tasks that support the student journey, and to adapt and develop our services to meet new requirements.
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 7627
- Complete the online application form
You will need to submit your completed application by midnight (local UK time) on 23 May 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 laura.hurst@york.ac.uk
If you have any questions about your application, contact the HR Services team:
recruitment@york.ac.uk
+44 (0)1904 324835