Student Services Administrator x2

Department: Economics and Related Studies
Hours of work: Full-time, 37 hours per week
Contract type: Open
Salary: Grade 4, £23,487 - £26,341 per year
Introduction

The Department of Economics and Related Studies are seeking several Student Services Administrators to join our busy Student Services Team, focusing on student and programme administration.

Led by the Student Services Manager, the Student Services Team provide a welcoming and high quality customer service to our students, colleagues and visitors.

The team offers support, advice and guidance to all students, both undergraduate (UG) and postgraduate (PG), in relation to all aspects of the student journey.

You will play a pivotal role in ensuring that every stage is managed efficiently and effectively; from the pre-application stage, right through to graduation.

Whilst you will have responsibility for specific areas of activity, you will be expected to work flexibly and across different areas, assisting the Student Services Coordinators, to ensure the smooth running of the department’s student administration.

You will be a proactive colleague accustomed to finding efficient solutions to everyday problems, and to meeting deadlines whilst maintaining a high standards and accuracy. You will be a competent IT user with a keen eye for detail, who enjoys helping people. Your learning and development will be supported throughout your time here. We are committed to providing a flexible, family-friendly environment, including an established flexi-time scheme, and the option of a blended approach to on campus and remote working where appropriate.

Main purpose of the role

You will provide a professional administrative service, carrying out a range of duties in order to facilitate the smooth running of the Student Services Team, to:

- Be the first point of contact for students, colleagues and visitors, providing a reliable and high quality service.
- Take responsibility for a range of administrative processes associated with the day-to-day running of the department’s UG and PG programmes of study and student assessment.
- Acquire a comprehensive understanding of the department’s programmes, and of University policies and systems relevant to the role, in order to advise students and facilitate the effective and efficient delivery of processes that underpin departmental student support.

Key responsibilities

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

- Programme administration – understand the department’s programme structures to be able to maintain accurate student records, resolve problems and respond to queries from students and colleagues, in relation to the whole student journey e.g. admissions, degree programmes, modules & module changes, deadlines, exceptional circumstances, leave of absence, programme transfers, withdrawals.
- Provide effective and efficient administrative support to at least one Departmental Committees as assigned, including the arranging and servicing of meetings, preparing accurate minutes promptly,
filtering enquiries, drafting and preparation of documentation, communication and follow up of action points.

- Assist the Student Services Manager and the Student Services Co-ordinators in organising and hosting events such as Taster Days, Research Lectures, Welcome Meetings, and Graduation etc. Activities may include sourcing and booking venues, booking catering, organising speakers, producing relevant materials, promoting the event, attending the event to ensure the smooth running.

- Work closely with the department’s Student Representatives and facilitate the election of Course Representatives and the appointment of Departmental Community Co-Ordinators. Assist in organising events with / for students and colleagues, including the production of any required information, literature, web page content, etc.

- Social Media – contribute and manage content for the Departments Social Media accounts (Facebook, Twitter & Instagram)

- Providing cover for the departmental reception as required.

- Review and maintain the department website and virtual learning environment for current students. Update content as required, taking responsibility for accuracy. Working closely with the Faculty Marketing team to ensure data is consistent and up to date for prospective students.

- Provide administrative support to our pre-sessional (Postgraduate Summer Session in Microeconomics and Quantitative Methods) and part time Distance Learning Programmes in Health Economics. Ensuring the smooth running of the Summer Session (currently run in August and September each year, with 6 weeks delivered via distance learning, and 1 week as a residential programme in York).

- Visiting and a Year in Industry students – develop a comprehensive understanding of the University’s systems, processes and rules in relation to ‘Visiting’, ‘Year in Industry’ and ‘Placement’ students. Provide full administrative support to the activities, as well as advice and guidance to students and colleagues as required.

- Student Wellbeing Contact – understand and empathise with student issues, develop a full understanding of the resources available to students to support them with their welfare and health if they are experiencing difficulties. Signposting students efficiently and appropriately to enable them to access support.

- Undertake a range of administrative duties, making certain that controls are in place to ensure accuracy and timeliness. Contribute to the ongoing improvement and development of University processes and systems.

- Ensure all information and data is managed in line with the relevant University policies

Any other duties that reasonably fall within the scope of the role following discussion with the post holder.
## Person specification

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<thead>
<tr>
<th>Essential / Desirable</th>
<th>Qualifications</th>
<th>Knowledge and experience</th>
<th>Skills, abilities and competencies</th>
<th>Personal attributes</th>
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<td>Qualified to 5 GCSE passes at level 4 /Grade C or above (including Maths and English), an equivalent educational qualification, or relevant experience</td>
<td>Experience of working in a varied administrative role effectively balancing competing priorities</td>
<td>Ability to analyse, interpret and summarise numerical and written information for use in a variety of ways</td>
<td>Commitment to work in and contribute to an environment of change and continuous improvement</td>
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<td>Essential</td>
<td>Excellent interpersonal and communications skills, including face to face, telephone and written communication skills</td>
<td>Commitment to promoting equality and inclusive practice to enhance the University experience for all</td>
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<td>Planning and organisational skills, e.g. meetings and events</td>
<td>Commitment to collaborative working</td>
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<td>A proactive approach and the ability to apply problem-solving skills</td>
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<td>Attention to detail and ability to provide accurate, concise summaries and notes</td>
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<td>Able to work flexibly and accurately, under pressure and to tight deadlines</td>
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