Student Administrator

Department: Politics

Hours of work: Full-time/ 37 hours per week

Contract type: Open

Salary: Grade 4/ £23,487 - £26,341 per year
**Introduction**

We are seeking to appoint a talented and enthusiastic administrator to join our Professional Support team. You will work closely with the Undergraduate School Coordinator and the Student Services Manager, providing a full range of administrative duties supporting the student lifecycle, from pre-arrival to graduation. You will gain an understanding of our programme structures and regulations in order to respond to more detailed queries. If you are a highly motivated and proactive person then we are interested in hearing from you; this role is an exciting opportunity for you to join our successful and ambitious team.

**Main purpose of the role**

You will have the ability to work to tight deadlines, whilst managing conflicting priorities, you will be expected to provide a high level of customer service at all times with a friendly, approachable can-do attitude. You will have experience of working in a busy administrative role within a large complex organisation and have excellent IT and organisational skills.

**Key responsibilities**

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

- Provide excellent customer service to all stakeholders, answering queries and resolving problems regarding a range of University processes and systems
- 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
- Become a confident user of specialist IT systems used by the team, undertaking training as required to ensure that skills are kept up to date
- Analyse, manipulate and interpret information/data and use it to produce reports and other communications. Examples may include: formal correspondence, procedural documents, newsletters, promotional literature, induction and welcome packs, lecture materials, conference presentations, etc
- Provide effective administrative support to colleagues, which may include the coordination of diaries, arranging and servicing meetings, filtering enquiries, drafting and preparation of documentation and organisation of travel and events
- Monitor income/expenditure against a budget; processing invoices and orders, in compliance with financial administrative processes and seeking to promote value for money
- Prepare communications and assist in sharing information in a timely and professional manner
- Work proactively as part of a team, including contributing to the training and induction of colleagues or new staff
- Organise events and meetings on behalf of the team as required
- Work flexibly with others to deliver effective and efficient services and support
- 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

### Qualifications

Qualified to 5 GCSE passes at level 4 /Grade C or above (including Maths and English), an equivalent educational qualification, or relevant experience  

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### Knowledge and experience

Experience of working in a varied administrative role effectively balancing competing priorities  

Experience in the use of relevant IT applications and/or systems including MS Office and/or Google applications  

Experience of providing an excellent standard of customer service to a range of stakeholders  

Thorough knowledge of administrative procedures and processes used in a busy office within a large complex organisation  

Knowledge and understanding of University systems and processes  

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### Skills, abilities and competencies

Ability to analyse, interpret and summarise numerical and written information for use in a variety of ways  

Excellent interpersonal and communications skills, including face to face, telephone and written communication skills  

Planning and organisational skills, e.g. meetings and events  

A proactive approach and the ability to apply problem-solving skills  

Attention to detail and ability to provide accurate, concise summaries and notes  

Able to work flexibly and accurately, under pressure and to tight deadlines  

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### Personal attributes

Commitment to work in and contribute to an environment of change and continuous improvement  

Commitment to promoting equality and inclusive practice to enhance the University experience for all  

Commitment to collaborative working  

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