Student Services Administrator

Department: School for Business and Society

Hours of work: Full-Time / 37 hours a week

Contract type: Open

Salary: £24,285 - £27,131 a year / Grade 4
Main purpose of the role

This is a busy and varied role supporting large numbers of students including international students. You will gain an understanding of our programme structures and regulations in order to respond to detailed queries. You will support the student lifecycle, from induction to graduation. You will take responsibility for administering a full range of administrative tasks, with the objective of sharing best practice, improving efficiency and communication and working flexibly as a team member to support colleagues in periods of high activity or staff absence.

With the ability to work to tight deadlines, whilst managing conflicting priorities, the role-holder will be expected to provide high levels of customer service at all times with a friendly, approachable, ‘can-do’ attitude.

Key responsibilities

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

1. **Role Specific responsibilities**

   - Responsible for ensuring a student record is always up to date and accurate
   - Process forms relating to leave of absence, transfers and appeals
   - Respond timely to student queries in person, via email and by phone.
   - Support student engagement
   - Responsible for administering a full range of student assessment and feedback tasks
   - Process marks and feedback in and accurate and timely manner
   - Explain progression and award rules to student and academic colleagues

2. **University of York Responsibilities for Grade 4**

   **Service and Operational Delivery**

   - Use initiative to resolve queries that generally have a readily available answer by reference to policy, past experience and/or where some discretion can be applied.
   - Share knowledge with colleagues and others to enable effective service or operational delivery.
   - Proactively anticipate, explore and respond to customer needs and, when appropriate, propose solutions to resolve service or operational issues.
   - Provide guidance and advice to resolve problems and queries for a broad range of customers.
   - Make effective use of digital solutions to carry out operational activity and highlight opportunities for further efficiencies.
   - Provide effective administrative support to the wider department as required. This may include the coordination of diaries, arranging and servicing meetings, filtering enquiries, drafting and preparation of documentation and organisation of travel and events.

   **Continuous Improvement**

   - Contribute to the ongoing improvement, development and implementation of University processes and systems.
   - Advise others and make recommendations into work processes and procedures for consideration by senior management to improve services.
   - Proactively identify opportunities for building new personal knowledge and skills.
Specialist Contribution

- Act as a more knowledgeable team member to resolve non-standard or complex queries or advise when to escalate.
- Record data and information accurately
- Analyse, manipulate and interpret information/data and use it to produce reports for distribution to key stakeholders in the process or service.
- Carry out basic analysis and research to inform decision making.

Collaboration and Communication

- Work collaboratively, proactively and flexibly with team members to ensure the smooth running of service and operational delivery.
- Collaborate with team members to anticipate and implement service improvements or alterations.
- Proactively and reactively liaise with contacts and participate in networks and communities internally and possibly externally, contributing to effective collaborative working.
- Act as a supportive and encouraging member of a team, including contributing to the training and induction of colleagues or new staff.

Governance and Oversight

- Apply knowledge of procedures and policy to processes; check and reconcile anomalies within data and information.
- Monitor and evaluate service delivery to ensure compliance with regulatory and professional procedures and standards.
- Monitor data accuracy checks to identify anomalies and ensure the integrity of data and information.

Planning and Organisation

- Plan and organise own workload, including possible project delivery.
- Organise and schedule resources, activities and events.
- Identify priorities and monitor processes and activities to ensure success.
## Person specification

<table>
<thead>
<tr>
<th>Role Specific</th>
<th>Essential / Desirable</th>
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<tbody>
<tr>
<td>Experience of working in a varied administrative role effectively balancing competing priorities</td>
<td>Essential</td>
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<tr>
<td>Experience of providing an excellent standard of customer service to a range of stakeholders</td>
<td>Essential</td>
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<tr>
<td>Understanding the needs of students, particularly supporting cultural diversity</td>
<td>Desirable</td>
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<tr>
<td>Knowledge of student assessment processes</td>
<td>Desirable</td>
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<tr>
<td>Knowledge and understanding of university systems and processes</td>
<td>Desirable</td>
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### University of York Person Specification for Grade 4

#### Qualifications:

Level 2 qualification including Maths and English. (Qualifications at this level include five GCSEs at grade A*-C/ grade 4-9. Please view the full list). We also welcome applicants with equivalent non-uk qualifications or equivalent professional experience.

#### Skills - demonstrates the ability to:

- Accurately record, analyse, interpret and report information/data            Essential
- Use digital technologies including Google applications and/or Microsoft Office Essential
- Communicate effectively in verbal and written formats                       Essential
- Organise activities and resources                                            Essential

#### Behaviours:

- Works collaboratively with others                                           Essential
- Delivers a quality service                                                  Essential
- Develops self and others                                                    Essential
- Actively champions respect, inclusivity, equality and diversity             Essential
- Identifies and implements continuous improvement                            Essential