Student Services Administrator

Department: Economics and Related Studies
Hours of work: Full-time, 37 hours per week
Contract type: Open
Salary: £24,285 - £27,131 a year (Grade 4)
Main purpose of the role

The Department of Economics and Related Studies are seeking to appoint a Student Services Administrator 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 Coordinator, 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 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.

Key responsibilities

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

1. Role Specific Responsibilities

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.
- Duties will include, but not be restricted to: Programme administration, servicing committees and meetings, organising and hosting events, work closely with Student Representatives, managing social media, reception cover, website review and maintenance, Student Wellbeing Contact, support to pre-sessional and Distance Learning programmes, support to Visiting and Year in Industry Students.

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

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<th>Role Specific</th>
<th>Essential / Desirable</th>
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<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 in the use of relevant IT applications and/or systems including MS Office and/or Google applications</td>
<td>Essential</td>
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<td>Experience of providing an excellent standard of customer service to a range of stakeholders</td>
<td>Essential</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
- Use digital technologies including Google applications and/or Microsoft Office
- Communicate effectively in verbal and written formats
- Organise activities and resources

**Behaviours:**

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