Student Administrator - Exams and Graduation

Department: Student and Academic Support Services - Graduation and Exams

Hours of work: Full time / 37 hours a week

Contract type: 1x Open
1x Fixed Term until July 2023

Salary: £24,285 - £27,131 per year
Main purpose of the role

Student and Academic Support Services Administrator – Graduation and Examinations

The University’s Examinations and Graduation Team organise and implement events which are central to the student journey at York. Requiring a high level of preparation and intense attention to detail, as well as an understanding of the importance of the event to the students who are participating in them.

We are looking for a professional administrator to join the team. The work will be split evenly between the two areas over the course of the year.

Key responsibilities

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

1. Role Specific Responsibilities

   ● A high degree of attention to detail, and experience working in an administrative role in a busy office within a large complex organisation
   ● Support the production of appropriate documentation and reports
   ● Participate in the detailed planning of very large-scale events that nonetheless take into account the individual needs of the participants.
   ● Provide detailed advice to students, guests, invigilators and academic departments based on current policy and practice.
   ● Recognise, and act with respect for, the importance of student confidentiality and the security of examination scripts and transcripts and parchments.

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 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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<tr>
<td>Ability to gather and process information and generate accurate data on request</td>
<td>Desirable</td>
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<tr>
<td>Ability to solve basic problems by following set procedures and to use initiative to resolve problems</td>
<td>Essential</td>
</tr>
<tr>
<td>Experience of organising events &amp; meetings</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             |