Support to Study Administrator

Department: Student and Academic Services

Hours of work: Part time | 29.6 hours per week (0.8 FTE)

Contract type: Open

Salary: £24,285 - £27,929 per year, reduced pro-rata for part time working
Main purpose of the role

The Conduct and Respect team sits within Student Life and Wellbeing and works to manage student misconduct investigations, support students who have experienced sexual violence and manage the Support to Study process.

The aim of the Conduct and Respect team is to promote a working, learning, social and living environment, which is safe, inclusive and welcoming for everyone, upholding the principles of dignity and respect.

In this role, you will provide administrative support to the Conduct and Respect team both in student discipline cases and the Support to Study process as well as carrying out a range of duties in order to facilitate the smooth running of the team.

You will provide high quality administrative support, ensure adherence to timeframes and procedures, and embed continuous improvement practices into our service delivery to ensure that we are effective in our work.

You will be responsible for managing inboxes, updating databases, and taking minutes in various meetings, which can often be sensitive in nature, ensuring that processes are streamlined.

Key responsibilities

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

1. Role Specific Responsibilities
   ● Provide excellent customer service to all stakeholders, answering queries and resolving problems regarding student discipline, student misconduct, and the Support to Study process.
   ● Undertake a range of effective administrative duties and provide 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.
   ● Maintain and manage the administrative processes involved in the Support to Study process.
   ● Champion the use of digital tools, undertaking training as required to ensure that skills are kept up to date and to improve the efficiency, and effectiveness of administrative processes, and become the Case Management System Superuser.
   ● Analyse, interrogate and interpret information and data from a broad range of IT systems used by the University and use it to produce reports and other communications.
   ● Prepare communications and assist in sharing information in a timely and professional manner.

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.

Condition of employment

This role is exempt from the Rehabilitation of Offenders Act. Consequently, all applicants will be asked to declare both unspent and spent convictions on their application form.

Appointment of the successful candidate will be conditional on a Disclosure and Barring Service check.
### Person specification

<table>
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<tr>
<th>Role Specific:</th>
<th>Essential / Desirable</th>
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<tbody>
<tr>
<td>High degree of attention to detail and ability to provide accurate, concise summaries and notes</td>
<td>Essential</td>
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<tr>
<td>Able to organise and prioritise workload to meet deadlines and balance competing priorities, and to assist colleagues and senior staff in planning future work.</td>
<td>Essential</td>
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<td>Able to monitor and reflect on the quality of the services provided within their own area of work, and to contribute pro-actively to service improvement.</td>
<td>Essential</td>
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<td>Experience of, and commitment to providing an excellent standard of customer service to a range of stakeholders</td>
<td>Essential</td>
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<td>A proactive approach, with a ‘can do’ attitude, and the ability to use initiative to approach challenges with a positive outlook and suggest solutions</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 | 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 |