Student Services Administrator (Postgraduate)

Department: School of Arts and Creative Technologies

Hours of work: Part time | 18.5 hours a week

Contract type: Open contract from week commencing 28th November 2022 or as soon as possible thereafter

Salary: £24,285 - £27,131 per year, reduced pro-rata for part time working
Main purpose of the role

The School of Arts and Creative Technologies (ACT) are seeking to appoint a new Student Services Administrator working within the area of Postgraduate Administration. They will support not only a large academic community but a vibrant and diverse student body. This is a key role in a diverse and busy academic section. The successful applicant will have exceptional organisational, interpersonal and IT skills to provide comprehensive, high level support, carrying out a range of duties relating specifically to student administration. An enthusiastic team player, the appointed person will work within the ACT Student Services Team and be based mainly on Campus East.

The postholder’s primary responsibility is to provide administration for the School’s postgraduate operation. The postholder is expected to work as part of the School’s Student Services Team, having shared responsibility for all aspects of postgraduate administration from application through to graduation for the students registered on taught Masters programmes, masters by research and PhD programmes within the subject discipline of Theatre, Film, Television and Interactive Media. The postholder is expected, with other Administrators, to ensure the smooth running of all student-related processes and procedures in line with departmental and university policy, overseen by the Student Services Manager and with support from Administrative Assistants.

The workload is spread across all student administration and covers a broad range of responsibilities including the administration of:

- Admissions, open days, interview and visit days
- Student handbooks and other departmental documentation
- Programme diets, module availability and assessment components
- Student supervision and Tier 4 visa students
- Student registration and records
- Thesis Advisory Panels
- Research student progression
- Student attendance
- Assessments
- Exam Boards
- Exceptional Circumstances
- Disabilities
- Student Feedback
- Graduation

Key responsibilities

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

1. Role Specific Responsibilities

- Administer the admissions process for postgraduate students in liaison with the Admissions Tutors and Postgraduate Admissions. Record information relating to studentships and bursaries.
- Contribute and take an active role with the updating, production and distribution of postgraduate handbooks and other relevant department/service documentation, including timetable, assessments
and examinations; ensure the timely dissemination of information to support academics and graduate teaching assistants. Proactively updating the department’s postgraduate web pages and the current student intranet using the university’s content management system and maintaining social media as required.

- Devise, develop and maintain departmental postgraduate databases and/or spreadsheets and produce management or statistical information as required. Maintain student files and contribute to the archiving of student assessments, files and associated documentation.

- Efficiently manage administration processes relating to student information, such as option module choices, supervision monitoring and upload of visa contact point information, monitoring of Postgraduate Research meetings (TAP, supervision and progression), examination processes for Postgraduate Researchers, leave of absence and programme transfers.

- Provide efficient administration relating to taught postgraduate assessments, ensuring effective communication is in place for students, academic and administrative staff and external examiners; including collation/organisation of assignments and examinations, and co-ordination of arrangements for marking, moderation and issuing of results.

- Organise the postgraduate exam boards with regard to the module profiles and marks of all students, exceptional circumstances and publication of results in conjunction with the Examinations Office.

- Servicing of departmental committees as appropriate. Notification of meetings to staff via email, preparation of agenda, taking of minutes at meetings, transcribing of minutes and circulation to staff and student representatives as appropriate.

- Assist with reception duties on an ad hoc basis: welcoming visitors and providing information to staff, students, commercial clients and members of the public.

- Contribute to reviewing departmental procedures and processes and ensuring controls are in place for accuracy and timeliness.

Any other duties that reasonably fall within the scope of the role following discussion with the post holder.

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.

The above list of duties is not exhaustive and is subject to change. The post holder may be required to undertake others duties within the scope and grading of the post.
## Person specification

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<tr>
<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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<td>A proactive approach and the ability to apply problem-solving skills</td>
<td>Essential</td>
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<tr>
<td>Able to work flexibly and accurately, under pressure and to tight deadlines</td>
<td>Essential</td>
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<tr>
<td>Previous experience of working in a student facing administrative role within a higher education environment particularly in an academic department.</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
- 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