Student Support Assistant

Department: School for Business & Society
Hours of work: Full time/37 hours per week
Contract type: Open
Salary: £22,662 - £24,285 a year
Main purpose of the role

The School is seeking an administrator to join our large professional services team within the School for Business & Society, this is the largest school that sits in the University of York campus. Within the role you will provide support to our students and colleagues, working alongside our current professional services staff to undertake a range of administrative duties supporting the student lifecycle.

This is a busy and varied role where you will be expected to provide high levels of customer service, supporting a large number of home and international students. You will gain an understanding of our programme structures and regulations in order to respond to detailed queries. You will participate in the provision of reception services, working with colleagues to provide a welcoming environment for students and staff, advising students on various matters relating to their studies.

The role holder will have the ability to work to tight deadlines and multi-task whilst maintaining attention to detail, and a customer-focus. The role-holder will be expected to provide high levels of customer service at all times with a friendly, approachable, ‘can-do’ attitude. This is an exciting opportunity to join our Professional & Support Services team, where we encourage our staff to develop personally and to take responsibility for their professional development, working to achieve the aims and strategic development of the School and the University.

Key responsibilities

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

1. Role Specific Responsibilities

- Provide a student services reception service within the school
- Provide a broad range of support across the professional services support functions within the school
- Understand programme structures and be able to respond to more detailed queries for the school
- Service committees and forums
- Any other duties that fall within the scope of the role as allocated by the line manager following consultation with the role holder
2. **University of York Responsibilities for Grade 3**

**Service and Operational Delivery**
- Produce accurate and timely work to set standards.
- Respond to and resolve queries that have a readily available answer with reference where necessary to guidance or policy.
- Engage with customers to ensure understanding of procedure or policy.
- Refer unfamiliar situations and/or work not covered by standard procedures upwards or to a more experienced colleague.
- Engage with customers to explore their needs and use initiative to ensure service delivery meets their needs and report complaints or issues to enable timely resolution.
- Make effective use of digital solutions to carry out operational activity.

**Continuous Improvement**
- Highlight issues so that improvements and/or changes or new services can be developed.
- Contribute to the team's consideration of improvements to the service provided.
- Proactively seek opportunities to improve personal knowledge and skills.

**Specialist Contribution**
- Resolve queries and requests for information and advice and escalate more specialist and complex queries or issues to more experienced team members.
- Solve day-to-day routine problem solving and source background information within the role.

**Collaboration and Communication**
- Work collaboratively, proactively and flexibly with team members to ensure the smooth running of service and operational delivery.
- Liaise with staff in other areas of the organisation to support service and operational delivery.
- Respond to routine enquiries/questions from customers via all channels utilised by the team.
- Provide demonstrations or explanations of commonly occurring procedures to colleagues and external customers.

**Governance and Oversight**
- Apply procedures and policy and highlight any anomalies or issues.
- Compile, record, store and archive data and information to ensure the accuracy and safety of information.
- Record data and information accurately and provide reports as required to team members and more experienced staff.

**Planning and Organisation**
- Plan and organise your own task delivery.
- Contribute to the planning of team activities over a short timeframe to ensure the smooth running and timeliness of service.
- Assist team members to organise, plan and prepare for events, meetings and activities.
**Person specification**

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<th>Role Specific</th>
<th>Essential / Desirable</th>
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<tr>
<td>Knowledge and understanding of the routine practices and procedures used in an administrative office</td>
<td>Essential</td>
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<td>Ability to deal with confidential information appropriately</td>
<td>Essential</td>
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<td>Experience of working in an administrative role in a busy office within a large complex organisation</td>
<td>Desirable</td>
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<td>Knowledge of University of York information systems – SITS, e-vision, Student Enquiry Screen and data warehouse, although training will be provided</td>
<td>Desirable</td>
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<tr>
<td>Ability to effectively organise and prioritise own work and follow procedures, in order to produce work to a high standard, to required deadlines</td>
<td>Essential</td>
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<td>Experience of servicing meetings</td>
<td>Desirable</td>
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<tr>
<td>Experience of providing a reception service</td>
<td>Desirable</td>
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**University of York Person Specification for Grade 3**

**Qualifications:**

Level 2 qualification (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 and report information/data                                 | Essential             |
- Use digital technologies including Google applications and/or Microsoft Office | Essential             |
- Communicate effectively in verbal and written formats                        | Essential             |
- Assist others to organise activities                                         | Essential             |

**Behaviours:**

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