Student Administrator

**Department:** Student Administration and Academic Affairs, Student and Academic Services

**Hours of work:** Full time | 37 hours per week

**Contract type:** Open

**Salary:** Grade 4, £24,285 - £27,131 per year
Main purpose of the role

Student Administration and Academic Affairs (SAAA) works to enable an excellent experience for students during their time at the University of York, providing information, advice, guidance and support to students from enrolment through to graduation. SAAA also provides advice and guidance to colleagues across the University who rely on its expertise and processes to support the student lifecycle. The work of the Service is also critical in ensuring that the University meets a number of statutory compliance duties.

This is an exciting opportunity to join a team where you will gain a detailed understanding of the systems, processes and policies which underpin the student lifecycle and records management, whilst supporting the progression, retention and attainment of our students.

The role will be focused principally on the work of the Postgraduate Research Administration team. You will work with a team of administrative colleagues and be involved in processes such as record updates and changes, ensuring the accuracy of data and compliance, the efficiency of processes supporting the student experience, and providing advice and support to colleagues, students and other service users.

The Student Administration section’s work is challenging and constantly changing, requiring team members to have close attention to detail, flexibility in working practices and the ability to quickly review and support the implementation of new processes.

Key responsibilities

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

1. Role Specific Responsibilities
   - Develop knowledge in relation to the policies and procedures, guidelines and regulations of the University with regards to postgraduate researchers.
   - Support the operations and business of the York Graduate Research School as required
   - Become a skilled user of specific specialist systems (e.g. SITS, e:vision, White Rose Etheses Online) used within your team setting and undertake training as required to keep skills up-to-date.

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

<table>
<thead>
<tr>
<th>Role Specific</th>
<th>Essential / Desirable</th>
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</thead>
<tbody>
<tr>
<td>Experience of using SITS Student Record Database</td>
<td>Desirable</td>
</tr>
<tr>
<td>A high proficiency in the use of Google Suite</td>
<td>Desirable</td>
</tr>
<tr>
<td>Experience of servicing committees</td>
<td>Desirable</td>
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<tr>
<td>Experience and thorough understanding of administrative procedures and processes used in a busy office within a large complex organisation</td>
<td>Essential</td>
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<tr>
<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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<tr>
<td>Attention to detail and ability to provide accurate, concise summaries and notes</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             |