Student Services Administrator

Department: School of Physics, Engineering and Technology
Hours of work: Full time / 37 hours per week (Flexibility available - 0.6FTE and above)
Contract type: Open
Salary: £24,285 - £27,131 per year (reduced pro rata for part-time working) / Grade 4
Main purpose of the role

The University of York has established the School of Physics, Engineering and Technology (PET) which formally launched on 1st August 2022. We bring physicists and engineers together to push the frontiers of knowledge, foster innovation and meet the grand challenges facing society. Our aim is to develop new technologies that work for the public good, in an environment where everyone can thrive.

As a School, equality, diversity, and inclusion are central to our culture and we strive to provide a working environment which allows all staff and students to contribute fully, to flourish, and to excel. We aim to ensure that there is a supportive and egalitarian culture at all levels and across all staff groups and offer a range of family friendly, inclusive employment policies, flexible working arrangements, staff engagement forums, campus facilities and services to support staff from different backgrounds. Physics is proud to hold Juno Champion, and Athena Swan silver awards. Electronic Engineering is similarly proud of their Athena Swan bronze award. These awards recognise our commitment to creating a fully inclusive and supportive environment in which staff and students can thrive. We aim to inspire young people to engage with science and engineering through our outreach work.

We are looking to appoint an enthusiastic and talented individual to join our Student Services Team, focusing on student engagement and assessment for our engineering programs. This role involves a range of duties including the coordination of student attendance data, dealing with exceptional circumstances claims, maintaining student records, supporting students in difficult circumstances, administering assessment and exams tasks, servicing academic committees, and liaising with relevant University services. You will also help other Student Services teams across the School during peak times.

Key responsibilities

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

1. **Role Specific Responsibilities**

   This role is busy and varied involving daily contact with academic staff, students and colleagues from professional support services. Applicants should have excellent communication and interpersonal skills and have the ability to multitask and prioritise. You will gain a good working knowledge of School and University information systems and student-related policies and procedures and use this knowledge to provide effective and efficient administrative support. This role will come into contact with distressed students, so personal resilience and an ability to support students and signpost to relevant services is also important.

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

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<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>Desirable</td>
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<tr>
<td>Ability to support and signpost students in distress whilst maintaining resilience and professional boundaries</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**