

Job description & person specification

JOB DESCRIPTION

Post title:	Administrative Assistant - Student Administration Team (Faculties)		
Academic Unit/Service:	Student and Academic Administration		
Faculty/Registry:	Professional Services	Team:	Student Administration
Career pathway:	MSA	Level:	2A
Posts responsible to:	Student Administration Team Leader (MSA4) Student Administration Senior Administrative Officer (MSA 3) Postgraduate Research Senior Administrative Officer (MSA 3) - if relevant to the Faculty		
Posts responsible for:	n/a		
Post base:	Office-based		

Job purpose
To provide administrative support for a range of duties sharing responsibility for the efficient and seamless delivery of student administration.
To proactively contribute to process, system and service improvements through the development of constructive relationships with SAA workstream partners, beneficiaries and stakeholders.

Key accountabilities/primary responsibilities	% Time
1. To apply a good working understanding of student administration policies, processes and systems.	20%
2. In response to the senior manager's specific instructions and with supervision, to plan and prioritise own work activities to support the delivery of a set of the functional activities listed in Appendix A.	20%
3. To provide advice and guidance to beneficiaries and stakeholders on established policies, applying knowledge of systems and processes. To act as a filter for enquiries/issues/problems, escalating those that cannot be resolved to the senior manager when appropriate	20%
4. To work in collaboration with SAA workstream partners to build up a good working knowledge of systems, policies and processes to ensure that work is completed accurately and that quality standards are maintained.	10%

Key accountabilities/primary responsibilities	% Time
5. To assist in the interpretation, manipulation and analysis/evaluation of data to contribute to the design of processes and systems.	10%
6. To apply agreed customer-focused service standards to beneficiaries and stakeholders.	15%
7. To be flexible and adaptable in the approach to work routines, undertaking other tasks, roles and duties within the SAA workstream as may be assigned.	5%
8. Any other duties as allocated by the line manager following consultation with the post holder.	

Internal and external relationships
<ul style="list-style-type: none"> • Active collaboration with Academic and MSA Staff in the Faculty with responsibility for student administration. • Active collaboration with teams within SAA Registry and other Professional Services • Communication with other job families, e.g. TAE [if relevant to the Faculty] • Communication with external stakeholders group • Casual staff and groups of temporary staff during peak periods
Special Requirements:
<ul style="list-style-type: none"> • Commitment to the integrity and confidentiality of all relevant data and processes • Flexibility to take leave outside peak times in negotiation with the Senior Administrative Officer/Team Leader • Flexibility to undertake other duties as required by the Senior Administrative Officer/Team Leader.

PERSON SPECIFICATION

Criteria	Essential	Desirable	How to be assessed
Qualifications, knowledge & experience:	<p>Either: Possess GCSE/O levels, NVQ2 or equivalent plus work experience in a relevant role.</p> <p>Or: Broad relevant work experience that includes experience of operating and responding to some non-routine work situations.</p> <p>Experience of assisting with the analysis and manipulation of student data or similar large data sets.</p>		Application
Planning & organising:	<p>Capacity to organise data and schedule activities so that they run smoothly.</p> <p>Operate processes and procedures within relevant policies.</p> <p>Capacity to manage own time effectively and deliver outputs consistent with the standards expected in terms of productivity and quality.</p>		Application, Interview and References
Problem solving & initiative:	<p>Acquire and apply good working knowledge of administrative processes, procedures and systems.</p> <p>Use initiative and judgement to resolve daily problems with guidance from the Senior Administrative Officer and escalate issues that post holder</p>	Able to use initiative to resolve daily problems in a customer service setting.	<p>Application, Interview and References</p> <p>Application and Interview</p>

	<p>cannot resolve within standard daily operations.</p> <p>Acquire clear understanding of the quality and standards required for the delivery of student data and processes in a customer-focused organisation.</p>		Application and Interview
Management & teamwork:	<p>Contribute to team behaviours and interact effectively and sensitively with peers.</p> <p>Build effective social networks across SAA workstream and Professional Services; sustain productive workplace relationships for the long term.</p> <p>Be flexible and adaptable in approach to work routines, be able to adapt quickly to change; be open to working with different teams/individuals as the business demands.</p>		Interview and References
Communicating & influencing:	<p>Effective partnership working and interpersonal skills are essential including :</p> <p>Capacity to speak to individuals and explain processes clearly and concisely; and to write in a clear and factually/grammatically accurate way.</p> <p>Demonstrate confidence and positive commitment to the University's ways of working</p>		Interview and References

<p>Service Delivery:</p>	<p>Evidence of a commitment to delivering services that add value from the perspective of the beneficiary.</p> <p>Proactive approach to following the standards set for all staff and engagement in sharing best practice across the team.</p> <p>Maintain receptiveness to new ideas and approaches.</p> <p>Engage in appropriate training and staff development to ensure knowledge and skills are always up to date.</p> <p>Capacity for patience and tolerance with large numbers of students particularly when working under pressure</p>		<p>Application, Interview and References</p>
<p>Information Technology Skills:</p>	<p>Be a proficient database user; be fully conversant with Microsoft Office suite of products</p> <p>Be proficient in using web based I.T solutions</p>	<p>Be a proficient user of the Banner student record system.</p>	<p>Application and Interview</p>

JOB HAZARD ANALYSIS

Is this an office-based post?

<input checked="" type="checkbox"/> Yes	If this post is an office-based job with routine office hazards (e.g.: use of VDU), no further information needs to be supplied. Do not complete the section below.
<input type="checkbox"/> No	If this post is not office-based or has some hazards other than routine office (e.g.: more than use of VDU) please complete the analysis below. Hiring managers are asked to complete this section as accurately as possible to ensure the safety of the post-holder.

- HR will send a full PEHQ to all applicants for this position. Please note, if full health clearance is required for a role, this will apply to all individuals, including existing members of staff.

ENVIRONMENTAL EXPOSURES	Occasionally (<30% of time)	Frequently (30-60% of time)	Constantly (> 60% of time)
Outside work			
Extremes of temperature (e.g.: fridge/ furnace)			
## Potential for exposure to body fluids			
## Noise (greater than 80 dba - 8 hrs twa)			
## Exposure to hazardous substances (e.g.: solvents, liquids, dust, fumes, biohazards). Specify below:			
Frequent hand washing			
Ionising radiation			
EQUIPMENT/TOOLS/MACHINES USED			
## Food handling			
## Driving university vehicles(e.g.: car/van/LGV/PCV)			
## Use of latex gloves (prohibited unless specific clinical necessity)			
## Vibrating tools (e.g.: strimmers, hammer drill, lawnmowers)			
PHYSICAL ABILITIES			
Load manual handling			
Repetitive crouching/kneeling/stooping			
Repetitive pulling/pushing			
Repetitive lifting			
Standing for prolonged periods			
Repetitive climbing (i.e.: steps, stools, ladders, stairs)			
Fine motor grips (e.g.: pipetting)			
Gross motor grips			
Repetitive reaching below shoulder height			
Repetitive reaching at shoulder height			
Repetitive reaching above shoulder height			
PSYCHOSOCIAL ISSUES			
Face to face contact with public			
Lone working			
## Shift work/night work/on call duties			

Appendix A

Functional activities - Student Administration Team

The Student Administration Team will be responsible for a range of business processes that cover those stages in the student life cycle from Institution Enrolment, Academic Programme Management, Student Financial Support and Graduation Processes. Each Team member will be expected to have a working knowledge of the spread of business covered by the Team and will 'major' in assigned responsibilities in part of that life cycle.

Institution Enrolment

To include:*

- Plan and organise Enrolment
- Plan and organise induction
- Prepare school induction information for welcome packs
- Issue welcome packs and publish induction information
- Review Enrolment policy
- Manual enrolment (paper form and data entry)
- Perform induction
- ID checking
- Issue ID cards
- Provide proof of enrolment letters for banks/council tax etc.
- Monitor enrolment numbers

Academic Programme Management

To include:*

- Manage optional module registration – student choices
- Record personal tutors, supervisors and advisers
- Allocate students to project groups
- Manage student withdrawal, suspension, transfers
- Respond to student enquiries by e-mail, telephone and in person
- Monitor attendance/sickness monitoring and record keeping
- Update Blackboard with general information or teaching resources
- Manage placements
- Manage field trips/study trips
- Manage visiting / exchange students
- Research council admin
- Identify and resolve activity and student clashes
- Manage the recording partner institution student's details and progression
- Manage the Administration of Inter-Semester Programmes
- Keep registers for professional bodies [if applicable]
- Manage lab attendance [if applicable]

Student Financial Support Management

To include:*

- Allocation of scholarships
- SLC attendance checking
- Studentships administration

Graduation Processes

- Support Graduation activities

* These lists are not exhaustive; other activities may be included due to process or system change, and by arrangement with the Manager