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| Last updated: | May 2023 |

**JOB DESCRIPTION**

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| Post title: | **Administrative Officer Student Casework** | | |
| Standard Occupation Code: (UKVI SOC CODE) | (UKVI SOC CODE) TBC – 41XX/421XX – Depends on Key Accountabilities | | |
| School/Department: | Office of the Academic Registrar | | |
| Faculty: | Student Experience Directorate (SED) | | |
| Career pathway: | Management, Specialist and Administrative (MSA) | Level: | 2b |
| Posts responsible to: | Senior Administrative Officers (MSA 3) | | |
| Posts responsible for: | None | | |
| Post base: | Office based | | |

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| Job purpose |
| To provide administrative support for a range of duties, sharing responsibility for the efficient and seamless delivery of student casework processes and procedures.  To proactively contribute to process, system and service improvements through the development of constructive relationships with Student Administration and Academic Affairs (SAAA) professional services partners, beneficiaries and stakeholders. |

| Key accountabilities/primary responsibilities | | % Time |
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|  | To apply a good working understanding of the policies, processes and systems in support of the functions of Student Casework i.e. Academic Appeals, Student Complaints, Student Discipline, Academic Integrity and Fitness to Practise. | 20% |
|  | In response to the Casework Manager/Senior Administrative Officer’s general instructions and with minimal supervision, plan and prioritise own work activities to support effective casework management. | 20% |
|  | To provide advice and guidance to beneficiaries and stakeholders on established policies, applying knowledge of systems and processes to resolve problems. To act as a filter for enquiries/issues/ problems, escalating those that cannot be resolved to the Senior Administrative Officer/Casework Manager as appropriate. | 20% |
|  | To work in collaboration with SAAA professional service partners to build up a detailed knowledge of systems, policies and processes, translating that knowledge within the team, to ensure that work is completed accurately and that quality standards are maintained. | 10% |
|  | To undertake detailed interpretation, manipulation and analysis/evaluation of data to contribute to the design of processes and systems, undertaking user acceptance testing as required. | 10% |
|  | To apply agreed customer-focused service standards to beneficiaries and stakeholders. | 10% |
|  | Contribute, as a member of the Student Casework Team, towards broader initiatives to ensure and implement an excellent student experience. Participate in cross-functional activities such as international student registration, open days and student recruitment events, confirmation and clearing. | 5% |
|  | Any other duties as allocated by the line manager following consultation with the post holder. | 5% |

| Internal and external relationships |
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| * Active collaboration with Academic and Professional Services staff in Faculties. * Active collaboration with teams within the OAR, SAAA and other Professional Services e.g. exams, awards and graduation; student records; admin and assessment; international office, legal services. * Communication with students. * Communication with other job families, e.g. TAE/ERE. * Communication with external stakeholders and collaborative partner institutions * Temporary staff during peak periods. * External customers. * Members of the public. |

| Special Requirements: |
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| * 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/Casework Manager. |

**PERSON SPECIFICATION**

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| Criteria | Essential | Desirable | How to be assessed |
| Qualifications, knowledge & experience | Skill level equivalent to achievement of NVQ2, GCSE or City and Guilds.  Previous work experience within an administrative or secretarial support role.  Experience of operating and responding to some non-routine work situations.  Experience of undertaking detailed analysis and interpretation of written information.  Proficient database user; be fully conversant with Microsoft Office suite of products.  Proficient in using web based I.T solutions. | Proficient user of the Banner student record system. | Application  Application and interview  Application and interview  Application  Application |
| Planning & organising | Capacity to organise data and schedule activities, activities so that they run smoothly.  Ability to operate processes and procedures within relevant policies.  Capacity to manage own time effectively and deliver outputs consistent with the standards expected in terms of productivity and quality.  Able to work well with minimum supervision.  Evidence of an attention to detail and the ability to check own and other’s work for accuracy. |  | Application, interview and references  Application and interview  Application and interview  Application and interview  Application and interview |
| Problem solving & initiative | Ability to acquire and apply a detailed knowledge of administrative processes, procedures and systems.  Able to independently solve a range of problems by responding to varying circumstances, whilst working within standard procedures  Ability to acquire a clear understanding of the quality and standards required for the delivery of casework management. |  | Application, interview and references  Application and interview  Application and interview |
| Management & teamwork | Ability to contribute to team behaviours and interact effectively and sensitively with peers.  Ability to build effective social networks across the SAAA professional service and other Professional Services; sustain productive workplace relationships for the long term.  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. Proactive approach to following the standards set for all staff and engagement in sharing best practice across the team.  Capacity for patience and tolerance with large numbers of staff particularly when working under pressure. |  | Application, interview and references  Application and interview  Application and interview  Application and interview |
| Communicating & influencing | Capacity to speak to individuals and explain processes clearly and concisely; and to write in a clear and factually/grammatically accurate way.  Demonstrate adequate preparation for meetings so that time is used effectively.  Demonstrable confidence and positive commitment to the University’s ways of working.  Able to deal with sensitive information in a confidential manner. |  | Application, interview and references  Application and interview  Application and interview  Application and interview |
| Other skills and behaviours | Evidence of a commitment to delivering services that add value from the perspective of the beneficiary. |  | Application, interview and references |
| Special requirements | Be flexible enough to avoid taking leave during peak times for the team |  | Interview |

**JOB HAZARD ANALYSIS**

**Is this an office-based post?**

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| Yes | If this post is an office-based job with routine office hazards (eg: use of VDU), no further information needs to be supplied. Do not complete the section below. |
| No | If this post is not office-based or has some hazards other than routine office (eg: 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.

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| **ENVIRONMENTAL EXPOSURES** | **Occasionally**  (<30% of time) | **Frequently**  (30-60% of time) | **Constantly**  (> 60% of time) |
| Outside work |  |  |  |
| Extremes of temperature (eg: fridge/ furnace) |  |  |  |
| ## Potential for exposure to body fluids |  |  |  |
| ## Noise (greater than 80 dba - 8 hrs twa) |  |  |  |
| ## Exposure to hazardous substances (eg: solvents, liquids, dust, fumes, biohazards). Specify below: |  |  |  |
| Frequent hand washing |  |  |  |
| Ionising radiation |  |  |  |
| **EQUIPMENT/TOOLS/MACHINES USED** | | | |
| ## Food handling |  |  |  |
| ## Driving university vehicles(eg: car/van/LGV/PCV) |  |  |  |
| ## Use of latex gloves (prohibited unless specific clinical necessity) |  |  |  |
| ## Vibrating tools (eg: strimmers, hammer drill, lawnmowers) |  |  |  |
| **PHYSICAL ABILITIES** | | | |
| Load manual handling |  |  |  |
| Repetitive crouching/kneeling/stooping |  |  |  |
| Repetitive pulling/pushing |  |  |  |
| Repetitive lifting |  |  |  |
| Standing for prolonged periods |  |  |  |
| Repetitive climbing (ie: steps, stools, ladders, stairs) |  |  |  |
| Fine motor grips (eg: 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 |  |  |  |