

### **Job Description**

<b>Job Title:</b>	Student Administration Officer
<b>Salary Band:</b>	Band 2
<b>Working Hours:</b>	Full Time – 35 hours per week

#### **Overall purpose/accountabilities:**

Responsible for supervising and delivering the provision of an efficient and professional service to students and academic staff associated with the programme, working closely with relevant professional and academic staff.

Deliver and champion excellent customer service to all stakeholders at all times.

#### **Reporting lines:**

This job reports to the Student Administration Team Leader.

#### **Staff reporting to this job:**

This job has no direct line management responsibility.

#### **Main duties:**

Coordinate administrative processes and systems to ensure effective delivery of the Student Administration function to the academic teams and students around marking, supervision, feedback and assessments.

Respond professionally to queries from staff and students in relation to specific programmes and related regulations and procedures in a timely and efficient manner either by phone, via email or face to face, referring them to the appropriate staff member or team.

Foster strong principles of customer service and information governance within the team ensuring mindfulness of the student experience at all times.

On behalf of the team, take the lead in coordinating an efficient administration across the four intakes per academic year. Determine robust administrative processes, accurate updating of student records and the timely completion of follow-up procedures.

Maintain an awareness of relevant regulatory changes and work in collaboration with the Student Administration Team Leader to ensure the team are kept up to date and that any necessary procedural changes are embedded effectively.

Be responsible for undertaking training, directing and supervising junior members of the team, to ensure that all operational requirements are met. Offer mutual support to colleagues and act as a role model to less experienced and new members of the team.

Assist with arranging and support student induction activities and participating in University wide events such as registration, Open Days and Graduation.

Assist with modules on the University's Virtual Learning Environment (VLE), where appropriate.

Provide an administrative support for student surveys, annual programme evaluations and module evaluations.

Participate in exam invigilation across multiple modules as and when necessary.

Manage the administrative process for academic misconduct cases, ensuring that the procedures and regulations are being followed by all relevant stakeholders.

Act as officer to the Student-Staff Liaison Committee's, organising meetings, taking accurate minutes and following up on all associated actions, where appropriate.

Support the Assessment Board Officer in the monitoring of marking and moderation for module assessments.

Working together with other team members, support the administration of the Extenuating Circumstances, Academic Misconduct and Appeals processes, when required.

Represent the Student Administration Team Leader by attending meetings and committees, if required.

Provide cover during staff absence within the Student Administration and Systems department and represent the Student Administration Manager or Team Leader by attending meetings and committees, when required.

Identify, develop and undertake project opportunities in collaboration with the Student Administration Team Leader, where appropriate.

Promote and encourage the practice of the University's equality and diversity principles in contacts with all staff, students and partners and promote corporate values through all streams of the role.

Commit to the effective delivery of an excellent student experience to all learners.

Any other duties commensurate with the nature of the job, as determined by an appropriate manager.

**Special factors:**

A flexible approach to work is required with some evening and weekend working required on occasion. Annual leave may be restricted at certain times of the year so as to accommodate business needs.

As an effective team member, you may be required to provide cover and support to colleagues across the full range of Student Administration activities. All role holders will therefore be cross skilled in all aspects of the team's full portfolio.

### **Person Specification**

<b>Essential</b>	<p><b>Qualifications</b></p> <p>Educated to A level standard or equivalent.</p>
	<p><b>Experience</b></p> <p>Proven experience of working in a customer focused support or service environment.</p> <p>Proven experience within a similar role in higher education.</p> <p>Demonstrable experience of using a student information system i.e. SITS or other relevant database business system.</p> <p>Proven experience of using initiative, managing multiple priorities and working within a busy service environment.</p> <p>Proven experience of working in a role where team work was key to effective service delivery.</p>
	<p><b>Skills &amp; Attributes</b></p> <p>Demonstrable IT skills including proven competence in a variety of Microsoft Office packages. (e.g. formula functions, pivot tables, formatting, v-lookups)</p> <p>Strong attention to detail, excellent organisational and time management skills.</p> <p>Excellent communication and interpersonal skills including the ability to listen, understand and tailor your response appropriately.</p> <p>A proven understanding of the importance of customer care with the ability to deal with conflict effectively.</p> <p>A proven ability to work under pressure within a busy service environment whilst maintaining a high level of customer service.</p> <p>Ability to compile statistical information and produce management reports.</p>
<b>Desirable</b>	<p><b>Experience</b></p> <p>Experience of using a VLE system in educational settings and knowledge of its associated benefits.</p> <p>Experience of committee servicing.</p>

	<p><b>Skills &amp; Attributes</b></p> <p>Proven ability to deliver small independent projects.</p> <p>Understanding of Tier 4 regulations.</p>
--	--

**DATE CREATED:** 4 June 2019  
**DATE UPDATED:** 1 August 2022

