

Role Profile

Student Administration Officer

Salary:	Band 2
Working Hours:	Full Time – 35 hours per week (32 hours over four days during 4-day week pilot)
Reporting to:	Student Administration Team Leader
Direct reports:	None
Overall purpose/accountabilities:	<p>Maintain and contribute to the development of core administrative processes in relation to student records monitored and programmes taught at the University of Sunderland in London.</p> <p>Provide an effective and professional administrative service to staff and students supporting students journey from enrolment to graduation.</p> <p>Deliver and champion excellent customer service to all stakeholders at all times.</p>

Job Description

Utilise administrative processes to support academic teams and students, using University systems such as SITS, E-vision, Canvas VLE and Microsoft Office suite.

Respond to students' queries face to face, via emails, phone and Compass (student query system). Using best practice, excellent customer service and the University Policy and procedures to deliver tailored answers and support.

Ensure university policies and procedures are applied to administrative work and proactively ensure your knowledge is kept up to date.

Deliver a positive student experience and customer service, aligned with KPIs and measured through positive student feedback.

Ensure accuracy and attention to detail in all work.

Work effectively to follow of administrative processes, taking responsibility for your own work and ensuring you contribute to a positive student experience and the overall work of the team.

Work across a range of events and administration processes throughout the student lifecycle, including but not limited to:

Student enrolment and finance, ensuring documents are checked, and records are up-to-date, accurate and compliant, whilst ensuring a positive and efficient student experience.

Face-to-face student activities and support.

Ensure students are kept informed of procedures, requirements and any outcomes; Advise students appropriately ensuring clarity on next steps and any actions needed; provide student-centred guidance.

Student programme administration, ensuring students are registered on the right programmes and modules, and any changes are made as needed.

Support and deliver the administration and related student communications of assignment submissions and examinations; Utilise the virtual learning environment as appropriate.

Student results and awards, to ensure the student record reflects student marks and outcomes
Completion of awards administration.

Perform audits and check administrative processes to ensure accuracy and adherence to policy and statutory compliance as relevant, for example on a student record regarding UK Visa requirements.

Support the provision of statistical and other management reporting through compiling extracting information and data as needed; Contribute to documents such as guides and information for students and staff.

Notice and solve issues, escalating as appropriate, where student records or other details are not correct; Using your understanding of the student lifecycle and University policy and procedures, ensure guidance and advice provided reflects all available options and considers impact on wider outcomes; Spot mistakes and correct errors, report openly and learn from issues that arise.

Complete all administrative duties for committees and work groups, manage committee and work group timelines and ensure administration to support its delivered in a timely manner.

Identify areas of improvement of administrative processes and work proactively with your team and managers to implement changes where appropriate.

Manage your time effectively to meet deadlines, ensure KPIs are met and reported to management when required.

Work effectively with a range of stakeholders including academics and senior managers, ensuring colleagues are supported to deliver to KPIs and procedures as relevant.

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

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.

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

Other 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 services activities. All role holders will therefore be cross skilled in all aspects of the team's full portfolio.

Person Specification

Essential	Qualifications Educated to A level standard or equivalent.
	Experience Proven experience of working in an administrative environment, where you have gained skills to be organised, plan and maintain consistency in your work. Proven experience of working in a customer focused support or service environment. Proven experience of managing multiple priorities and meeting deadlines within a busy support or service environment. Proven experience of working with multiple stakeholders to achieve outcomes.
	Skills & Attributes Strong attention to detail. Excellent organisational and time management skills. Excellent communication skills. Interpersonal skills including communicating effectively and building productive relationships with colleagues and students. An understanding of the importance of customer experience and how this can be applied in an administrative role. A proven ability to work under pressure within a busy service environment whilst maintaining a high level of customer service. Demonstrate competence in using Microsoft Word, Excel and Outlook.

Desirable	<p>Knowledge and Experience</p> <p>Experience of working in higher education.</p> <p>Demonstrable experience of using a student information system i.e. SITS or other relevant database business system.</p> <p>Experience of using a VLE system in educational settings and knowledge of its associated benefits.</p> <p>Skills & Attributes</p> <p>Ability to compile statistical information and produce management reports.</p>
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DATE UPDATED: Jan 25

