

THE POST

College/Service: Education & Student Experience
<http://as.exeter.ac.uk/>

Post: Administrator (Student Services)

Reference No: P55322

Grade: D

Reporting To: Student Services Manager

The above full-time post is available immediately on a fixed term basis until the end of November 2017 in Education & Student Experience.

Job Description

Main Purpose of the Post:

- To provide dedicated support to the Student Services Manager, across a range of activities, especially in relation to the management of mitigation applications;
- To undertake a wide range of duties to support the College Office and also to work closely with professional services staff in the College with direct responsibility in these areas;
- To provide specialist administrative support and advice/guidance to staff and students, in line with College policies and procedures;
- To work effectively within a wider administrative team to deliver a “seamless service” to students, staff and external contacts to the College.

Main Duties and Accountabilities:

- Mitigation: to advise students on current practise relating to Mitigation (as defined in the TQA manual and the College Guidance notes); to manage and maintain college data relating to Mitigation, including mailboxes, tracking sheets and software systems; to liaise with the Chair of the Mitigation Committee and the Student Services Manager in relation to mitigation matters; to organise Mitigation Committee Meetings and to provide secretarial support to these meetings.
- To manage specific data and information on students as required to support College Department processes and in particular relating to mitigation.
- To use student record systems, such as e-BART, LISA and SITS, so as to meet the requirements of academic staff to support student and programme-related administration.
- To undertake ad-hoc room bookings for academic staff and students as required; and to undertake local hospitality, catering and travel bookings as required.
- To undertake general clerical-type duties as required (e.g. photocopying).
- To act as part of a wider team of staff to support administrative workload peaks (e.g. APACs, Fresher's Week) or broad based administrative support activities (e.g. helping out with an Open Day).

In addition all professional services staff in the College are expected to support and develop the College objectives by providing high quality professional services to students, staff, visitors and external stakeholders as effectively and efficiently as possible within the available resources. All staff are expected to:

- Take a proactive approach to understanding our customers and how we can best meet their needs;
- Work together in a mutually supportive way and towards shared priorities;
- Assist at College-wide events when required;

- Take shared responsibility for the development and smooth operation of the College's administrative processes;
- Respond to enquiries (in person, by telephone or email) from staff, students and visitors in a professional and customer-focused manner;
- Provide cover and support for colleagues and teams within the College, during peak periods, holidays or illness (note that there may be particular times of the year during which annual leave may not be taken);
- Undertake other duties and projects as may be reasonably required in accordance with the grade of the post.

This job description summarises the main duties and accountabilities of the post and is not comprehensive: the post-holder may be required to undertake other duties of similar level and responsibility.

Contacts

The post holder will be required to develop effective working relationships with a diverse range of individuals and teams:

Within College

Academic Staff, Undergraduate and Postgraduate Students, Visiting Speakers, Professional Services Staff

Across the University

Academic and Related Services including – Student Services Centre, Student Cases Team, Registry Services (Student Records, Timetabling, Examinations and Graduation), International Student Support, Students' Guild Advice Unit, IT Services, Print Unit, Admissions Office, Taught Faculty Team
 Other Service Providers including - Campus Services, Fresh Ideas, Finance Services
 Professional Services Staff in other Colleges
 Penryn and St Luke's Campuses

Outside the University

Prospective Students.

Person Specification

Competency	Essential	Desirable
Qualifications/ Training	Good standard of general education to include GSCE grades A – C in English Language and Maths, or equivalent.	A-levels or equivalent.
Knowledge/ Experience	<p>Experienced user of Microsoft software packages, such as Word and Excel.</p> <p>Recent substantial work experience as an administrator or equivalent.</p> <p>Experience of supporting Committees and taking minutes.</p> <p>Web updating experience; ELE, WebCT or Moodle experience.</p> <p>Experience of working in a substantive role in a customer focused environment.</p> <p>Experience of working within an HE environment.</p>	<p>Experienced user of SITS and/or Aptos systems.</p> <p>Experience of LISA/e-BART</p> <p>Experience of using iPaMS.</p> <p>Experience of working in a Student/Staff Service Centre.</p>
Skills/Abilities	<p>Ability to be able to cope with students dealing with a variety of personal and academic circumstances, some of which may be distressing or highly confidential.</p> <p>Ability to consistently demonstrate high levels of performance within your job role.</p> <p>Ability to assimilate a range of specialised information: and to be able to provide accurate advice and information to customers.</p> <p>Ability to prioritise own workload and juggle a range of tasks and deadlines effectively.</p> <p>Ability to contribute to the overall planning of the College and to plan activities over the short and medium term.</p> <p>Be pro-active in problem solving.</p> <p>Able to consistently contribute to the provision of a welcoming and supportive environment for students.</p> <p>Ability to form and maintain good working relationships and make a positive contribution to the team.</p> <p>Ability to communicate effectively with a wide variety of people in a professional manner, face-to-face, on the telephone and in writing.</p> <p>Able to draft a range of documents in clear concise business English with accurate spelling and correct grammar.</p> <p>Ability to deal with confidential information appropriately.</p>	Experience of diversity issues.

	<p>Ability to record, track and retrieve documents using files and folders (paper based and on the pc).</p> <p>Actively seek training and development.</p>	
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Informal Enquiries

Before submitting an application you may wish to discuss the post further by contacting Jo Thomas on 01392 723174.

Additional Information Relating to the Post

Salary

The starting salary will be £20,046 on Grade D, depending on qualifications and experience.

An increment will be payable on 1 August each year until the top of the scale is reached (subject to being in post for 6 months and satisfactory performance). The scale will be subject to a cost of living review each year.

Hours of work

Hours of work will be 36.5 hours per week (full-time).

Overtime

When overtime is worked, by prior arrangement with your Manager time off in lieu will be given or (provided you have worked more than 36.5 hours) will be paid at time-and-a-half.

Annual Leave

The annual leave entitlement for full-time appointments is 39 days (pro rata for part-time appointments) – see our website <http://www.admin.ex.ac.uk/personnel/leave.shtml> for more information.)

Probationary Period

The appointment will normally be subject to a probationary period of one year.

References & Medical Clearance

All appointments are subject to satisfactory reference and medical checks and individuals will be required to complete a medical assessment form before appointment is confirmed. Applicants should note that the University normally contacts referees for short-listed applicants without further advice to applicants. When advising of referees, if they are resident overseas, please ensure you supply fax numbers and/or email addresses enabling us to contact them (if necessary) without delay.

Right to Work in the United Kingdom

We welcome all applicants and the diversity they bring. However, the nature of this role, the salary and the qualifications required, mean that immigration legislation will not allow the University to apply for a sponsorship certificate for this post. We strongly recommend that applicants that are non EEA nationals consult the Right to Work rules on the Home Office website at: www.ukba.homeoffice.gov.uk.

In particular you are encouraged to undertake a self assessment of your eligibility to work in the UK using the link to www.ukba.homeoffice.gov.uk/pointscalculator.

Terms & Conditions

The Terms and Conditions of Employment can be viewed on line by visiting <http://www.exeter.ac.uk/staff/employment/conditions/terms/>

Pensions

You are eligible to join the University of Exeter Retirement Benefits Scheme (ERBS) provided that you meet the qualifying criteria for membership. For details on the scheme please go to <https://www.Zurich.co.uk/save/erss> Staff automatically become members and employee contributions of 4% (default option Band 2) will be taken from your pay. The University as your employer will pay the corresponding Employer amount relative to Band 2. Whilst membership is automatic it is not compulsory and you will be able to opt out within 30 days of the first deduction from your pay by contacting the Zurich direct at www.Zurich.co.uk/save/erss .

Short-listing Information

We will acknowledge your application by email. The University of Exeter recognises the time and effort taken to apply for a position and will contact you by email to inform you of results of shortlisting

Application Procedure and Interview Information

The closing date for completed applications is **7th February 2017**.

Data Protection Act (1998)

The information contained within your application is being requested to enable the University to make employment decisions and meet statutory obligations. Any information provided to the University in this context will be treated confidentially and used only by manager(s), member of the University, Human Resources, Superannuation and Payroll during the course of your employment. Where the application relates to a post which is externally funded this information may be passed onto the relevant funding body.