

Job Description

Job Title: Student Services Administrator
Department: Student Services, Student & Academic Services
Grade: C
Location: School of Music and Drama, Sundial Court
Responsible to: Deputy Head of Student Services (Operations)
Responsible for: N/A

Appointed Candidates Signature:

Please sign and date here upon receiving your offer of employment

I confirm I have read the Job Description below:

Full Name:

Signature Date:

Purpose of Post

The Student Services Administrator will be a member of the Student Services team (part of the Student & Academic Services Directorate). The Student Services Administrator will provide proactive administrative support to the Student Services Department with overall responsibility for the administration of the Service.

The role holder will provide excellent customer service and be responsible for the oversight and timely handling of initial and ongoing contact with students using the service. The role holder will work collaboratively with colleagues across Student Services, the wider Student & Academic Services Directorate and academic departments. The role holder will play a key role in monitoring and managing Student Services data and records to a high standard and with a high degree of accuracy, with particular regard to HESA requirements and financial regulations.

The Student Services Administrator will act as the first point of contact for students wishing to use the Service and will provide advice and guidance to staff across the School, including advising on the support services available.



Main Duties & Responsibilities

1. To support the management and administration of the Student Services functions and activities on a day-to-day basis.
2. To manage incoming communication to Student Services, then delegating for action if appropriate.
3. To provide advice and guidance to other services and academic departments within the School on the support services available.
4. To work collaboratively with colleagues in Student Services who have responsibility for disability, mental health, counselling, student life, and sexual misconduct and harassment support provisions.

Data and Record Management

5. To support the management of business process for casework student records and data management for the Service, ensuring they are reviewed regularly, including:
 - a. Contributing to the development and maintenance of the Service's administrative processes and information systems, such as SITS and Simplicity
 - b. Ensuring the efficient and accurate collection of data to support these processes and external reporting requirements (e.g. HESA)
 - c. Supporting the management of activities for the Student Services department to ensure data integrity
 - d. Supporting the management of various external reporting activities appropriate to the role (e.g. FOI requests)

Student Experience

6. To coordinate all front-line enquiries by providing preliminary advice to applicants, students and staff and by acting as an intermediary between Student Services staff and users of the service.
7. To triage students in person based on appropriate risk level and offer relevant support whilst arranging their referral on the appropriate team member.
8. To offer advice and support to students on non-urgent issues such as accommodation problems or low-level conflicts.
9. To support high profile School events including induction week and open days, taking an active role in ensuring the success of events.



Student Services Administration Management

1. To manage procurement processes on behalf of Student Services, including raising requisitions on the City of London's Corporation procurement system, invoicing and assisting the wider Student Services Team with finance and procurement activities.
2. To liaise with Facilities and Engineering on office supplies, repairs and upgrades.
3. To administer the Emergency Support Fund including preparation of all student financial documentation for the Emergency Support Fund Committee. To promote the fund schoolwide and collect data on recipients to advise the committee on trends, and to suggest policy changes.
4. To arrange and distribute emergency cash from the Finance office for students in urgent need.
5. To administer and track the Henry Wood Fund.
6. To provide high quality secretarial support to committees, working group, and task & finish groups relevant to the work of Student Services as required.
7. To proactively look for and undertake continuing professional development and training opportunities as required to full the responsibilities of the role.

Additional Information

1. The role holder will carry out all duties to a professional standard taking into account the need to maintain academic standards and the School's reputation.
2. The role holder will actively seek to implement the City of London's Occupational Health and Safety Policy in relation to the duties of the post, and at all times give due regard to the health and safety of both themselves and others when carrying out their duties.



3. The role holder will actively seek to implement the City of London's Equal Opportunity Policy and the objective to promote equality of opportunity in relation to the duties of the post.
4. The role holder will undertake any other duties that may reasonably be requested appropriate to the grade.

Person Specification

Job Title: Student Services Administrator
Department: Student Services, Student & Academic Services Directorate
Grade: C
Trent Position number:
DBS Criterion: (delete as appropriate)
Enhanced DBS
Security Vetting Criterion: (delete as appropriate)
No security vetting is required
Politically Restricted Post Criterion: (delete as appropriate)
This post is *not* politically restricted

Please find below the qualifications, experience and technical skills required to undertake this post. Each criterion will be assessed at application (**A**), interview (**I**) or test (**T**) as indicated below.

Professional Qualifications / Relevant Education & Training

[Please ensure only relevant qualifications are listed for the post being advertised] e.g. Must be qualified as a Chartered Member of the CIPD or be able to demonstrate a level of knowledge at this level - (A,I etc)

- Educated to degree level or equivalent professional experience (A)

Experience Required

Essential

- Experience of managing data and databases (A, I)

Desirable

- Previous experience of working in higher education administration, ideally in a Student Services department or equivalent wellbeing service (A, I)



- Previous experience working with a casework management system (e.g. Simplicity) (A, I)
- Previous experience providing secretarial support to committee and working groups in a higher education setting (A, I)

Technical Skills & Knowledge

- Excellent IT skills and literacy (Word, Excel, and PowerPoint) and the ability to learn new software packages (A, I)
- Excellent written and verbal communication and interpersonal skills with a good standard of written English (A, I)
- Able to manage changing and frequent deadlines and able to prioritise and manage own workload (A, I)
- Demonstrable attention to detail (A, I)
- Ability to work independently using initiative, while also contributing effectively as part of a team. (A/I)
- Able to work in a fast-paced environment with varying priorities over the academic year (A, I)
- A commitment to delivering excellent customer service (A, I)
- A commitment to student wellbeing and support (A, I)
- The ability to act with suitable care and discretion on sensitive matters (A, I)
- Demonstrably conversant with data protection and data handling principles, in line with GDPR (A, I)

Other Relevant Information *(e.g. working hours if applicable)*

Please note this job requires you to be on site 5 days a week during term time. Hybrid working arrangements apply outside term time.



Recruitment – Note to Applicants

The qualifications, experience and technical skills will be used in the decision-making process for recruitment. Please give examples of how you have exhibited these behaviours in your previous role(s) and experience. It is essential you address the criterion marked as (A) on your application form in the section for supporting information, this will be the minimum criteria for shortlisting.

Be as specific as possible, we cannot guess or make assumptions, but will assess your application solely on the information provided. Try to provide evidence, by examples, where possible, of skills, knowledge and experience contained in this person specification.

Summary of Terms and Conditions of Employment

This summary is given as a guide and is not intended to form part of an individual's contract of employment.

Salary

The salary range for this job is £38,080 - £42,150 per annum including Inner London Weighting, inclusive of all allowances. This figure will be reviewed annually from 1 July in line with the pay award for other salaried staff within the City of London Corporation.

Contract

The position is offered on permanent basis.

Hours of Work

Normal hours of work are 9.00am – 5.00pm, being 35 hours per week excluding lunch breaks, Monday to Friday, inclusive but the post holder shall be expected to work the hours necessary to carry out the duties of the position.

Frequency and Method of Payment

This is a monthly paid appointment, and salaries are credited to a Bank or Building Society Account on the 11th of each month.

Annual Leave

There is an entitlement of 24 days annual holiday plus Bank Holidays. There are subsequent increases to entitlement to annual holiday according to length of service.

Sickness Absence and Pay

The City of London Corporation has a comprehensive Occupational Sick Pay scheme, details of which can be found in the Employee Handbook which will be made available to you upon commencement.



Pension

You will automatically be admitted to the City of London Corporation's Pension Scheme. Employees contribute between 5.5% and 12.5% of their pensionable pay to the scheme, depending on salary.

If you do not wish to join the Scheme you must make a formal declaration stating you wish to opt out. You may contact the Pensions Office directly should you have any queries relating to the Local Government Pension scheme and your entitlements under this scheme.

Continuous Service

If you join the City of London Corporation without a break in service (subject to certain exceptions) from another body covered by the Redundancy Payments (Local Government) (Modification) Order 1999, your service with that institution will count for the purpose of continuous service. The amount of continuous service which you have will affect your entitlement to certain contractual benefits; for example, annual leave, sick leave and maternity leave. A full explanation of Continuous Service is contained within the Employee Handbook.

Probationary Period

You will be employed initially on a six-month probationary period. Should either party wish to terminate the employment during this period, then one week's notice will be required on either side, except for summary termination for gross misconduct.

Notice Period

One month by either party after satisfactory completion of probationary period.

Learning and Employee Development

The City of London provides for financial support and time off for staff to study for appropriate qualifications which relate to their duties or undertaking professional skills update training. There is also an in-house programme covering more general training needs.

Employee Volunteering Programme

The City Corporation, in line with its aims to contribute to a flourishing society, shape outstanding environments and support a thriving economy, offers employees paid special leave time during normal hours to encourage employees to volunteer their time and skills to Volunteer Involving Organisations (VIOs) operating within the Square Mile, London and beyond.

Full-time employees may take up to 2 days or 14 hours per year in which to volunteer, between 1 January and 31 December. For temporary and part time employees these hours are adjusted pro rata. Volunteering time can be taken in smaller bite size e.g. 2 hours a week over 7 weeks, where this can be accommodated by the City Corporation and meets the requirements of the volunteer organisation.