# Job Description

Job Title: Student Service Administrator

Faculty/Professional Directorate: Academic Services

Subject Group/Team Academic Service Centre

Reporting to: Student Service Coordinator

Duration: Continuing

Job Family: Administration

Pay Band: 4

Benchmark Profile: Administrator Band 4

DBS Disclosure requirement: N/A

Vacancy Reference: TBC

**Details Specific to the Post**

# Background and Context

The University of Hull has adopted a new professional service delivery model following extensive consultation with stakeholders from across the University. The majority of professional services are centralised with a hub and spoke model ensuring that that University-level central teams are operating efficiently to enable capacity for growth, are sharing knowledge and best practice to enable a consistent approach and driving continuous improvement. A single professional service culture for the University underpins close partnering and seamless service provision across professional staff in central and Faculty teams.

The Student Service Delivery (SSD) team provides enquiry management and information services for prospective and current students through the University’s student portal, CRM, unified telephony, and a new service centre. It is the engine room and nerve centre for student services more broadly, supporting and driving a student-centred model of service delivery across services. The SSD team collates, interrogates and shares data from enquiry channels to drive future service improvements. It sets and monitors service standards and partners with other student service providers to ensure that they operate consistently and collaboratively to deliver integrated end-to-end services.

The Student Service Administrator will provide enquiry management and general assistance services to students. This will include the provision of information to students, resolution of student enquiries and requests, engagement monitoring, and acting as a point of referral to specialist advisory services. The Administrator will provide services that guide and assist students through all stages of the student lifecycle, supporting them towards independence and self-direction.

Student Service Delivery is located in the University’s Academic Services portfolio, which provides services and support to students from the point of first enquiry to graduation, as well as teaching administration support to Faculties and Schools. The Academic Services team aims to ensure that students can articulate and achieve their goals, make the most of their time at the University, and access the support they need, when they need it.

# Specific Duties and Responsibilities of the post

This role is part of a team delivering enquiry management and customer service practices which meet the needs and expectations of students and service partners. As the workload ebbs and flows throughout the year, the post holder will need to be agile and support their colleagues as required.

The post-holder will:

* Provide professional, accurate and consistent enquiry management and general assistance services and referrals for students and staff who work with students, ensuring excellent customer service at all times.
* Respond to student enquiries, requests and feedback received across all channels – face to face, telephone, and online – in an appropriate, accurate and timely manner.
* Adhere to protocols for managing sensitive or critical interactions with students, including the information arising from these interactions. This also includes protocols for the management of referrals, guided and assisted transactions, feedback and complaints.
* Ensure accurate enquiry information and appointment outcomes are recorded in the relevant enterprise systems and appropriate follow-up is undertaken.
* Work effectively with student systems and adhere to the business processes and procedures specific to their use.
* Contribute to process maps, Standard Operating Procedures and other repositories of information to enable enquiries and other services to be managed in a timely and accurate manner.
* Undertake processing tasks relating to attendance monitoring, tutorial changes, Student Support processes and other administrative services.
* Participate in outbound call campaigns and communications as required.
* Provide support for student-facing events, focus groups and other feedback/co-design exercises as required.
* Contribute to identifying ways in which the service can enhance the student experience and make recommendations, actively participating in the implementation of new student and Academic Services initiatives.
* Support the optimization of access to information for students and staff.
* Continuously develop professional knowledge and skills, keeping up to date with new developments relevant to the role and the organisation's broader objectives.
* Adhere to roster and break schedules and ensure time is managed effectively.
* Actively contribute to a positive and professional work environment that fosters innovation, teamwork, high achievement, continuous improvement and job satisfaction.
* Undertake any other duties commensurate with the grade as directed.

**General**

During peak times, there are restrictions on taking leave.

Staff in all areas will be required to support university events such as Open Days, Registration and Graduation Ceremonies.

# GENERIC JOB DESCRIPTION

The job duties and responsibilities listed below are intended to describe the general nature of the role. The duties and responsibilities and the balance between the elements in the role may change or vary over time depending on the specific needs at a specific point in time or due to changing needs in the department. Candidates should note that there may not be an immediate requirement to carry out all the activities listed below.

# Overall Purpose of the Role

* Roles at this level work within established processes and procedures, with minimum day to day supervision under the guidance of a team leader.
* The role holder will:
  + Provide administrative support to staff, students and more senior colleagues. The role will involve maintaining systems and/or undertaking routine tasks that support the working of teams, processes and/ or projects.
  + Require the relevant knowledge which may be gained through experience and on the-job training.

**Main Work Activities**

# Communication

* Assist in the preparation and collation of written documents for circulation
* Take notes and produce formal minutes at meetings when required
* Format and edit publications
* Draft and type formal documentation
* Compile procedural manuals and other University documentation
* Provide information, advice and support to students, academics, colleagues and others external to the University

# Teamwork

• Under the guidance of a team leader, where necessary provide day-to-day support to other members of staff and members of staff new to the work area

# Service Delivery

* Provide administrative support to colleagues including academic and administrative staff
* Provide administrative support to specific projects as required
* General office duties which may include: o Using the photocopier and fax equipment o Receiving, acknowledge, distributing and posting mail o Updating notice boards o General filing duties
* May be required to perform reception duties

# Planning and Organisation

* Organise and represent the area and University at events
* Plan and prioritise own work activities

# Analysis/Data Inputting

* Record and analyse data as required using Microsoft Office, other software and corporate systems
* Produce reports for routine analysis
* Check departmental web presence to ensure accuracy of information
* Maintain accurate records

**Additionally the post holder will be required to:**

* Fulfil the employees’ duties described in the University’s health and safety policies and cooperate with the health and safety arrangements in place within the department. May be required to undertake specific health and safety roles on request e.g. Display screen equipment assessor, departmental safety officer, fire warden
* Show a commitment to diversity, equal opportunities and anti-discriminatory practices This includes undertaking mandatory equality and diversity training
* Comply with University regulations, policies and procedures

# COMPETENCY SPECIFICATION

To fulfil your role, you will need certain knowledge, skills and competencies. The following competency specification provides a framework within which your performance will be assessed. The interview assessment may include, for example, testing on IT skills.

**The Competencies set out below are essential and are core requirements** needed to perform the role and any candidate who fails the requirement will not be taken forward for further assessment or to interview.

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| --- | --- | --- | --- |
| **Competency** | | **Identified by** | |
| **Knowledge and Experience** |  |
| Has knowledge and experience of working in an office environment covering a range of administrative tasks | **Application/Interview** |
| Can use a broad range of products from the Microsoft Office suite and have the ability to learn new systems and software | **Application/Interview** |
| Has a good general education showing clear evidence of literacy and numeracy. For example, GCSE Maths and English A-C | **Application/Interview** |
| **Communication (Oral)**  Can demonstrate the ability to exchange basic information promptly and in a courteous and effective manner to students, colleagues, line managers and external contacts. | **Application/Interview** |
|  |  |
| **Communication (Written)** | **Application/Test** |

Can demonstrate the ability to provide information in a suitable format so that the others’ needs are met and adjusts the level of content to help others understand.

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| **Teamwork and Motivation**  Can demonstrate the ability to work effectively as part of a team. Is willing to provide cover for colleagues and acts in a supportive manner. | **Application/Interview** |
|  |  |
| **Liaison and Networking**  Can demonstrate the ability to work with others outside the immediate area to ensure that accurate information is passed on promptly to the most appropriate people to improve working practices. | **Application/Interview** |
|  |  |
| **Service Delivery**  Has knowledge and understanding of services available to users of this and related areas of work and ensures that the experience of each customer is positive and satisfactory. | **Application/Interview** |
|  |  |
| **Planning and Organisation**  Can demonstrate the ability to create realistic plans to achieve own deadlines and objectives. Monitors progress of self and/or others and can prioritise tasks/activities effectively. Suggests ways of improving working practices and use of resources. | **Application/Interview** |
|  |  |
| **Initiative and Problem Solving**  Can demonstrate the ability to solve standard, predictable problems in accordance with procedures and precedent. | **Application/Interview** |