

**Job Description**

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| Job Title: | HYMS Student Wellbeing Administrator |
| Faculty/Professional Directorate: | Faculty of Health Sciences |
| Subject Group/Team | Hull York Medical School |
| Reporting to: | Head of Operations and Student Wellbeing Liaison Officer |
| Duration: | Maternity Leave Cover 6th January –31st December 2025 |
| Job Family:  | Administration |
| Pay Band: | 5 |
| Benchmark Profile: | Administrator Band 5 |
| DBS Disclosure requirement: | n/a |
| Vacancy Reference: |  |

**Details Specific to the Post**

**Background and Context**

Hull York Medical School is a collaboration between the Universities of Hull and York and the NHS. The school operates from both University campuses and within teaching hospitals and medical practices throughout the Yorkshire and Humber region.   It has an undergraduate and postgraduate student population of 1500 students. The School operates across the University of Hull and York campuses and the NHS. The School has a demonstrated commitment to supporting widening participation and access in admission to its programmes

The Student Wellbeing Administrator is a key member of the Hull York Medical School Student Wellbeing Team. The team aims to enhance the student experience by offering support and signposting to all students enrolled on all undergraduate and postgraduate programmes at the Hull York Medical School, wherever they are based.  The purpose of the School Student Wellbeing Team is to complement and add value to our parent universities’ support services. The Hull York Medical School Student Wellbeing Team have expertise in support issues relating to studying medicine and related subjects and are able to triage support for students from both our university and NHS partners. They also work closely with our postgraduate faculties to provide support for both Postgraduate Taught and research programmes.

This post is based at the University of Hull campus, with occasional travel to University of York and NHS sites, as required.

### Specific Duties and Responsibilities of the post

As part of a dedicated team the Student Wellbeing Assistant (SWA) plays a key role in ensuring all administrative functions of the Student Wellbeing Team are undertaken to a high standard in a timely and effective manner. The Student Wellbeing Assistant must have a high professional standard and be willing to work flexibly and creatively, both independently and as part of a team, in a highly demanding environment.  The front facing role is instrumental in creating a welcoming, inclusive environment for all students, staff and visitors.  The Student Wellbeing Assistant will demonstrate a keen interest in supporting the overall wellbeing of students.  We take confidentiality very seriously and have measures in place to guard any information shared with and held by the medical school.  The role therefore requires the accurate handling of data, and an acute awareness of confidentiality and data protection.

The postholder will be required to:

* Provide excellent customer service to students, staff and visitors through a front-facing role. Acting as the first point of contact through face-to-face front desk service duties and via telephone/email exchange with students, staff and visitors.
* Use their initiative and working knowledge of School and University regulations, respond professionally and confidentially to enquiries received on the telephone, in person or electronically.  Working collaboratively with the other delivery teams to deal with queries andsignposting students to support services within the wider Universities and Medical School as appropriate.
* Act as a first point of contact, the SWA will have a good working knowledge of all services available to support students in order to safely direct and signpost students following agreed protocols to appropriate colleagues or services for support.
* Undertake a range of effective administrative duties and provide support to colleagues, which may include the coordination of diaries, arranging and servicing meetings, filtering service enquiries, drafting and preparation of documentation and organisation of events.
* Be responsible for maintaining accurate, timely records in relation to student data including updating records and enquiry logging, the medical school crisis board, student support plans and Occupational Health data, complying with data protection and confidentiality guidelines in all contexts.
* Support senior colleagues in the team in the preparation, production and maintenance of a wide range of documentation including SOPs, resources and guidance documents, utilising a variety of electronic and paper-based media.
* Analyse, interrogate and interpret information and data from a broad range of IT systems used by the School and use it to produce reports and other communications.
* Prepare communications and assist in sharing information in a timely and professional manner.
* Take responsibility to ensure resources, including current electronic links are readily available to both students and to all medical school staff involved in supporting students.
* Assist in supporting the general health and wellbeing of students through the collation and promotion of resources for students, raising awareness of events held by both universities, feeding into student newsletters, and supplying physical resources and posters in the school.
* Where appropriate, deputise for senior colleagues in the team in meetings, to relay or gather information and to provide guidance on best practice.

**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

The role holder:

1. Will provide administrative support to staff, students and more senior colleagues. The role holder will have practical working knowledge of the system/process/operating environment gained through formal instruction and/or experience.
2. May have specific responsibility for a clearly defined section or sub-section of work and will use initiative within the boundaries of the role in line with University policies and procedures. This will include the discretion to deal with non routine queries and/or issues but more complex situations will be referred to senior colleagues.
3. Will plan and prioritise own work and may be required to delegate work to others within agreed objectives.

**Main Work Activities**

### Communication

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

### Teamwork

* May be required to supervise the work of others
* Provides advice and guidance to other members of the team

### Service Delivery

* Provide administrative support to colleagues including academic and administrative staff
* Provide administrative support to specific projects as required
* Develop and manage office systems to improve the efficiency and effectiveness of the Department
* Administer procedures relating to the work

### Planning and Organisation

* Organise and represent the area and University at events
* May be expected to plan and monitor the work of others
* Co-ordinate departmental processes in conjunction with senior colleagues
* May be expected to organise, prepare and service committees as appropriate

### Analysis/Data Inputting

* Record data and produce regular reports as required using Microsoft Office, other software and corporate systems
* Create spreadsheets to record relevant information
* Maintain, monitor and interpret information
* Provide statistical information to be included in relevant reports
* Use databases (internal/external) to support the work of the department

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

* Fulfil the employees’ duties described in the University’s health and safety policies and co-operate 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**  |  |
| Evidence of substantial experience in an office environment covering a broad range of administrative tasks. | **Application/Interview** |
| Can demonstrate the ability to 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** |
| Has an active approach to continuing professional development/undertaking training as appropriate for personal and professional development | **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** |
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| **Communication (Written)**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. | **Application/Test** |
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| **Teamwork and Motivation**Can demonstrate the ability to delegate work to others and/or help to build co-operation to deliver team results. | **Application/Interview** |
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| **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** |
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| **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** |
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| **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** |
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| **Initiative and Problem Solving**Can demonstrate the ability to use initiative to recognise problems and offer solutions. | **Application/Interview** |
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| **Analysis/Reporting**Can demonstrate the ability to identify and use a range of data, with the ability to combine various data types to produce reports and perform basic analysis.  | **Application/Interview** |