

Note: This job description does not form part of the employee's contract of employment but is provided for guidance. The precise duties and responsibilities of any job may be expected to change over time. Job-holders should be consulted over any proposed changes to this job description before implementation.

Ref: 50002132

Job Description

Job Title:	Student Affairs Administrator
Department:	Student Affairs
Reports to:	Student Affairs Senior Administrator
Grade:	NG3
Job Purpose:	To provide administrative support to Student Affairs services and to deal with telephone, email, face-to-face enquiries from students and staff.

Principal Accountabilities:

1. To provide administrative support to one or more Student Affairs services and to deal with face to face and telephone enquiries from students and staff.
2. To administer and oversee the appointment system to the service, ensuring that all requests from students and staff are responded to as quickly and efficiently as possible.
3. To support distressed students in the absence of immediate sources of help and to offer general information as and when appropriate.
4. To ensure that the computerised record system of the service is up to date and to maintain and generate statistics as required.
5. To take the responsibility for monitoring and coordinating the Service's finances using the University's financial system by checking and processing income and expenditure; and keeping and overview of services' budget and spending (in the absence of the line manager).

6. To assist with the production of publicity material, including information sheets and posters and any other materials required by the service and ensure the distribution to School Registry Offices, libraries and university notice boards.
7. To support the line manager by organising and coordinating Student Fairs, Events, Open Days and Workshops across all faculties by promoting and advertising Student Affairs with prospective students, current students and staff as required.
8. To support and update social media and web pages for Student Affairs services as required.
9. To work at the Student Support desk as required by providing information and advice to students about all services and update the interview booking system as necessary.
10. To attend office meetings with the other administrators and managers.
11. To carry out other duties appropriate to the grade, as required by the line manager.

Context

The post holder will provide administrative support to Student Affairs, which is one of the Corporate Services directorates, and will provide dedicated administrative support to one or more of the Student Affairs services.

Student Affairs consists of the following services; Counselling, Interfaith Advice, Student Advice, International Student Advice, Student Funding, Scholarships, Student Health and Student Accommodation. Student Affairs services are located at Cavendish House, Marylebone and Harrow campuses.

The Student Affairs Administrator is part of the Student Affairs administration team and is the main point of contact with students and staff for one or more of the Student Affairs services.

Dimensions

The post holder provides administrative support to one or more Student Affairs services and acts as a first point of contact to the service. The post holder will be accountable to the line manager on a day-to-day basis. S/he will be based initially at Harrow Campus but will be expected to work at other campuses and services within Student Affairs temporarily or permanently in accordance with service needs. The postholder must be prepared to travel regularly between Student Affairs services at other University sites (Cavendish, Harrow, and Marylebone).

PERSON SPECIFICATION

	Essential criteria	Desirable Criteria
Qualifications	A levels or equivalent experience	Degree or equivalent
Training and Experience	<p>Experience of general office duties including reception duties, dealing with telephone, written enquiries and office filing</p> <p>Administration experience within a team environment and front line work with students</p> <p>Excellent IT skills including good working knowledge of MS Office (word-processing, spreadsheet, PowerPoint and database packages, email and Internet research)</p> <p>Experience of using the University Agresso financial system or equivalent financial system</p>	<p>Experience of coordinating marketing materials; reviewing existing and developing new materials and publications</p> <p>Experience working in a student support department or related service</p> <p>Experience of dealing with distressed people</p>
Aptitude and abilities	<p>Excellent oral and written communication skills</p> <p>Excellent interpersonal skills and at establishing good working relationships with staff, students and external agencies.</p> <p>Ability to use tact and discretion when working with sensitive and personal issues</p> <p>Excellent at paying attention to detail, organising and prioritising work and working accurately under pressure</p> <p>Ability to understand customer needs and assess the potential impact on the student experience when making decisions</p> <p>Numeracy skills</p>	
Personal Attributes	Comfortable with working as part of a busy team	

	<p>Comfortable with ambiguity and change.</p> <p>Have a pro-active approach to problem solving</p> <p>Self motivated, enthusiastic and flexible</p> <p>Able to work on own initiative</p> <p>Fully committed to contributing to a stimulating learning and working environment which is supportive and fair, based on mutual respect and trust, and in which harassment and discrimination are neither tolerated nor acceptable.</p>	
--	--	--

Other

At certain times of the year there will be a requirement to work some overtime.

While it is not mandatory for annual leave to be taken at a certain time, the particular nature of the work makes it desirable that the administrative staff take leave during the vacations and not during term time.