

## Candidate Information

<b>Position:</b>	Student Support Officer
<b>School/Department:</b>	Academic and Student Affairs
<b>Reference:</b>	20/108091
<b>Closing Date:</b>	Tuesday 10 March 2020
<b>Salary:</b>	£21,236 to £23,754 per annum.
<b>Anticipated Interview Date:</b>	Tuesday 24 March 2020

### **JOB PURPOSE:**

To provide comprehensive clerical and secretarial support to underpin the day-to-day student support operations within the University's Disability and Wellbeing Services.

### **MAJOR DUTIES:**

1. Act as the first point of contact for all key stakeholders including; students, academic and professional service staff, funders and external agencies. Initially, acting to de-escalate levels of distress or concern and then provide appropriate guidance and signposting to help resolve the difficulty(ies) reported. It is imperative that responses are dealt with in a sensitive, timely and effective manner while adhering to the service's principles of confidentiality and safeguarding.
2. Provide end-to-end clerical support to Disability Officers through the administrative coordination of support provided to prospective and current students with disabilities and long-term conditions from pre-entry to post exit. This will include responsibility for the following administrative processes; student registration with the service, dissemination of individual student support agreements, exam supports, library loans, equipment register, room bookings, appointment scheduling, diary management.
3. Responsibility for recording, processing and management of personal and sensitive data via the service's CRM and alongside central University record management systems, while ensuring all data is processed and controlled in line with University's data protection obligations and policies.
4. May supervise and review the work of junior staff or allocate work to colleagues to provide a service to others, ensuring the unit/facility, etc runs smoothly and to an appropriate standard.
5. Organise and service relevant Committees and Forums including preparation of agendas, minutes, follow up correspondence and other administrative arrangements.
6. Responsibility for administration of financial processes for Disability Services by ensuring that purchase orders, invoices and expense claims are processed in-line with the University's established procedure.
7. Apply University processes and systems to run and prepare reports that support responses to FOIs, committee papers, etc.
8. Support Team Lead and Service Manager to produce promotional materials for the service and update on-line content to ensure its currency is up-to-date and informative.
9. Make suggestions for improving service and efficiency, taking customer comments and feedback into account.
10. Provide clerical / secretarial support to senior staff to contribute to the efficient and effective delivery of the business of the Service e.g. diary/appointment management.
11. Collate and conduct analysis of information, data and/or calculations and present results accurately and appropriately e.g. customer satisfaction, service statistics, etc.
12. Provide administrative support for service events including; joining instructions, publicity materials, information packs, feedback questionnaires, hospitality.
13. Maintain an up to date assets/equipment register for the service.
14. Support Office Manager to coordinate the maintenance and upkeep of office space, equipment and building infrastructure e.g. photocopiers, building maintenance and minor works, weekly/monthly health and safety checks, fire alarm testing, communicating with suppliers/contractors and central departments such as; Purchasing and Estates.
15. Carry out any other duties, which are appropriate to the post as may be reasonably requested by Supervisor.

**Planning and Organising:**

1. Prioritise own work within a general schedule and allocate work to other staff to meet deadlines or service/stakeholder demands and appropriate standards.
2. Plan and organise workload to ensure effective delivery of upcoming events, meetings, key business periods, etc. within Service.

**Resource Management Responsibilities:**

1. Oversee/assign work to staff in order to ensure provision of high quality services to all key stakeholders.
2. Monitor and replenish equipment, stationery and service merchandise and publications in line with University processes.

**Internal and External Relationships:**

1. Maintain good clear communication with line manager, work colleagues, students and University staff.
2. Liaise with external organisations as appropriate e.g. health and social care professionals, statutory /voluntary organisations.

**ESSENTIAL CRITERIA:**

1. A minimum of 5 GCSE's at Grade C or above (or equivalent) to include English Language and Mathematics or NVQ Level 2 Administration.
2. 3 years relevant paid work experience in a student support role; including responding to students in crisis or distress and de-escalating risk.
3. Delivering work in line with agreed quality standards, guidelines and procedures.
4. Working on multiple tasks/projects, managing own workload from start to finish and reacting to changing priorities.
5. Using databases/spreadsheets to analyse data and to present results accurately.
6. Carrying out a range of complex administrative duties which involve using initiative and making decisions.
7. Supervisory skills.
8. Ability to work with discretion and confidentiality, ensuring data is managed in accordance with data protection legislation.
9. Competent in the use of Microsoft Office and windows applications.
10. Effective communication skills and ability to use a variety of methods to convey messages clearly and succinctly.
11. Ability to be customer focused and exceed client needs / expectations whilst managing workloads with minimal supervision.
12. Establish and maintain effective working relationships in a team environment.
13. Ability to manage resources.
14. Ability to plan and organize workload to meet standards and deadlines.
15. Flexible, willing to adapt to new tasks and duties.

**DESIRABLE CRITERIA:**

1. RSA/OCR Stage 2 (Parts 1 and 2) Typewriting/Text Processing/Word Processing.
2. Supervisory experience.
3. Experience supporting students in an administrative role in Higher or Further Education.