

Candidate Information

Position:	Student Support Administrator
School/Department:	School of Social Sciences, Education and Social Work
Reference:	22/110385
Closing Date:	Monday 28 November 2022
Salary:	£35,333 - £42,155 per annum
Anticipated Interview Date:	Monday 9 January 2023
Duration:	Permanent

JOB PURPOSE:

Reporting to the School Manager the Student Support Administrator performs a critical role in supporting the School's Directors of Undergraduate, Postgraduate Studies and Internationalisation to enhance the learning experience of students in the School of Social Sciences, Education and Social Work. With a focus on engaging with students to ensure they have the support, guidance, and high-quality information they need to succeed; the Student Support Administrator will help deliver programmes that improve student experience and deliver essential information in engaging ways.

This role is key to providing coherence between the academic and pastoral support provided to students with the objective of creating a positive experience at each step of their University career. The post holder is therefore responsible for providing authoritative advice and guidance around improving the student experience and ensuring that students are appropriately supported throughout their journey to graduation and beyond.

MAIN ACTIVITIES/RESPONSIBILITIES:

1. Learning and Teaching Environment

- (i) Liaise with University support services to resolve student problems around adjustment to study and life in Belfast.
- (ii) Co-ordinate activities with the School's Directors of Undergraduate, Postgraduate Studies and Internationalisation and Programme Directors, to create an effective integrated support system for students.
- (iii) Participate in appropriate School committees, to discuss learning support or specific student cases.
- (iv) Develop good working knowledge, and up-to-date knowledge of University regulations and procedures which are relevant to the School's home and international student population.
- (v) Develop online resources for students using the University's virtual learning platform, Canvas.

2. Specialist International Student Support

- (i) Provide specialist support to School based staff for a broad range of issues associated with international student transition, progression and retention.
- (ii) Provide one-to-one support to international students to support their adjustment to studying and living in Belfast by sign-posting to appropriate professional services.
- (iii) Provide support and introduce initiatives to support English language skills of International students. Link with established INTO connections.
- (iv) Provide support and introduce initiatives to enhance study skills of international students.
- (v) Refer students to the appropriate Professional Services and follow-up with students to ensure matters have been resolved.
- (vi) Inform School colleagues, when appropriate, about issues raised by students.
- (vii) Contribute to School and University wide projects that highlight challenges with existing processes and systems, recommending solutions, and ensuring that agreed developments are implemented.
- (viii) Devise and deliver presentations and workshops for international students on a range of topics.
- (ix) Keep up to date and aware of legislation regards to international students.

3. Cultural Awareness and Adjustment

- (i) Liaise with colleagues to provide appropriate pre-entrance information.
- (ii) Develop and organise School-based induction activities and follow-up orientation activities which promote inter-cultural integration.
- (iii) Deliver sessions during induction as appropriate.

- (iv) Provide a distinctive and visible point of contact for international students so that support can be maximised, and good practice shared across the School.
 - (v) Develop continual student engagement activities for international students to enhance the student experience.
 - (vi) Continuously evaluate the success of social and engagement activities and strive to improve participation/feedback where appropriate.
 - (vii) Provide links to community organisations where appropriate so that students feel connected to the environment they are studying in.
4. Develop and manage a comprehensive calendar capturing events which maximise the student learning experience and promote such activities via the School website and social media platforms.
 5. Support the School's Directors of Undergraduate, Postgraduate Studies and Internationalisation in the development of School strategies in relation to the student learning experience including championing the various student experience surveys (First Year Experience Survey/Second Year Experience Survey/National Student Survey/Postgraduate Taught Experience Survey/Postgraduate Research Experience Survey). Participating in student feedback sessions where appropriate.
 6. Represent the School at appropriate University events and committees.
 7. Support the School Manager in developing and maintaining practices and procedures, within the School, as appropriate. Present ideas for improved services or processes to relevant School committees.
 8. Committee Servicing including: Staff Student Consultative Committees; and Student Progress in accordance with University guidelines and standards.
 9. Liaise with colleagues in the professional Support Directorates, in particular the Directorate of Academic and Student Affairs and International Student Support on matters relating to international students.
 10. Assist the School Manager in the management of the School's clerical support teams including selection and recruitment; appraisal; supervision; delegation; deployment of clerical functions; staff development; debriefing.
 11. Maintain and develop appropriate administrative systems to meet and enhance relevant quality assurance standards in keeping with University policies.
 12. Collect, analyse and present reports, statistics and results to inform decision making within the School and provide appropriate reporting to the School Management Board.
 13. Carry out any other duties which are appropriate to the post as may be reasonably requested by senior management.

ESSENTIAL CRITERIA:

1. Degree or equivalent and a minimum of 3 years recent relevant experience in a student facing role in a Higher Education setting.
2. Experience of working with International Students.
3. To demonstrate interest in working with Higher Education students and international students and awareness of the needs of this group.
4. Cultural sensitivity to deal appropriately with international organisations and individuals.
5. Ability to produce and analyse information to inform complex management decisions, solve problems and provide sound advice and guidance.
6. Experience of writing content for and using social media platforms.
7. Supervisory or line management experience.
8. Experience of creating, maintaining and use of IT for preparation of reports.
9. Ability to work effectively with staff and students.
10. Able to communicate effectively through presentations to large and small groups.
11. Ability to deal confidently and tactfully with students who may be distressed.
12. Adaptable, flexible and emotionally robust to deal positively with a changing environment.
13. Ability to produce accurate work, under pressure and within agreed deadlines.
14. Flexibility and willingness to work irregular hours on an occasional basis.
15. Ability to maintain strict confidentiality.

DESIRABLE CRITERIA:

1. Postgraduate or professional qualification in a relevant discipline.
2. Experience of supporting students to integrate into UK education.
3. Experience of using University systems.
4. Experience of developing online and classroom based study skill resources.
5. Experience of servicing committees.
6. Positive and proactive.