Job Summary

Job Title: Student Support Administrator
Grade: 5
Salary: £22,017 to £26,243 per annum
Department: School of Business
Hours/Contract: Full-time, fixed term contract until 2 September 2020
Reference: 423

Role Purpose
As Student Support Administrator you will be responsible for providing proactive, compassionate student support. This will take the form of responding to face-to-face, telephone and email enquiries regarding both administrative and pastoral care issues to ensure students have access to timely and bespoke support and guidance that enables them to fulfill their potential.

Working with the Business Administration Managers, the post holder will contribute to the administration of the Integrated Student Support Protocol which will see them generating data on students of concern that will be presented for consideration at appropriate panels and case reviews. The post holder will also work alongside academics to support the peer learning scheme and extracurricular support programmes helping to build a sense of community within the diverse staff-student population.

You will work as part of the wider Professional Services team within the School and support the activities of the team in addition to maintaining their own areas of responsibility.

<table>
<thead>
<tr>
<th>Principal Responsibilities</th>
<th>% Time</th>
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<tbody>
<tr>
<td><strong>Student Support</strong></td>
<td>40</td>
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<tr>
<td>• Monitor attendance records to identify students with poor attendance and take action according to the School’s procedures</td>
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<tr>
<td>• Provide information and guidance, within the remit of the University and School wide policies, to students on a range of personal, pastoral and academic issues through, informal drop in sessions, in one-to-one meetings as well as in response to email and telephone enquiries</td>
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<td>• Maintain appropriate records including those pertaining to mitigating circumstances and accessibility. Facilitate information sharing across the Student Services sub-teams to ensure effective student-focused service delivery in a shared environment</td>
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<td><strong>Engagement</strong></td>
<td>40</td>
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<td>• Prepare information and guidance materials, arrange workshops and events for both academics and students. This will include supporting the peer learning schemes e.g. PAL and extracurricular support programmes when undertaking accreditation processes (HEAR/LLI; Leicester Award-Leicester Gold Award/CDS; ILM/School)</td>
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<td>• Develop appropriate, effective and student-focused communication templates to ensure students are kept informed of their progress, options and opportunities</td>
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<tr>
<td>• Maintain a working knowledge and understanding of policies, issues and legislation relating to personal, pastoral and academic issues including GDPR</td>
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</tbody>
</table>
**Job Summary**

- Co-ordinate Personal Tutoring across the School including allocation of students and operating as a point of contact regarding any administrative issues that are raised from personal tutoring meetings
- Develop close operational partnerships with the School’s Senior Tutors, Personal Tutors and the University’s Student Support and Wellbeing Services in order to ensure procedures are being applied consistently and fairly, are regularly reviewed and are meeting the School and University objectives
- Be the point of contact in the School for Student Success team’s administrative queries/enquiries

**Student Administration**
Support the wider work of the Professional Services team, providing cover in the absence of colleagues and support at busy times of the academic year. This includes (but is not limited to):

- Maintain an up-to-date operational knowledge of office systems, policies and processes, to help drive innovation and respond quickly and flexibly to change;
- Contribute ideas and propose continuous improvement solutions relevant to the role and general efficiency of the office, taking the lead to implement as appropriate;
- Work collaboratively across the School Administration team to support delivery of cross-functional objectives

**Internal and External Relationships**

- Close liaison with the Business Administration Managers, Peer Assisted Learning Lead, Student Support Services (including Welfare, Counselling, and AccessAbility), Senior Tutors, personal tutors and all members of the professional services team
- All academic staff, associate tutors; undergraduate and postgraduate students
- Academic Services, Security Office, International Office (Erasmus and Study Abroad), Vice-Chancellor’s Office, Registrar’s Office, Porters, Room Bookings
- Current and prospective students

**Planning and Organising**

- Organise own individual workload within annual plans determined by the academic cycle and the School management team and School Managers
- React quickly to any urgent matters and pre-empt issues with pro-active solutions
- Plan and implement new procedures highlighted by review process and/or the previous year’s activities
- Actively keep abreast of changes in procedures, policy and any other factors that may affect the delivery of the School’s activities relating to student support matter

**Qualifications, Knowledge and Experience**

**Essential**

- Either academic or vocational qualifications (NVQ3, general education to A-Level, City and Guilds or equivalents) plus work experience in a relevant role*
### Skills, Abilities and Competencies

#### Essential
- Excellent IT skills including Microsoft Office, data entry and web based applications including professional experience with MS Outlook*
- Excellent written and oral communication skills, with the ability to give and receive information
- Effectively using a variety of methods and to communicate with a wide range of University staff
- A willingness to be flexible towards duties and adaptable to change, including taking a solution focused approach.
- An understanding of the importance of meeting customer needs and providing a consistent and high quality Service
- Ability to work as both as a member of a team and independently using own initiative when required

#### Desirable
- Knowledge of Blackboard

*Criteria to be used in shortlisting candidates for interview

### VITAL

The University encourages all staff to live our VITAL values which are: Valuing People, Innovators, Together, Accountable, Leaders.

### Equality and Diversity

We believe that equality, diversity and inclusion is integral to a successful modern workplace. By developing and implementing policies and systems that challenge stereotypes across all aspects of our work, we have a culture that recognises and values the diverse contributions of our staff which benefits everyone. Our strong values of inclusivity and equality support our efforts to attract a diverse range of high quality staff and students, and identify our University as a progressive and innovative workplace that mainstreams equality, diversity and inclusion.