

Job Description

Post/Job Title:	Student Support Adviser
Postholder:	
Ref:	503033/FST120
Location:	Faculty of Science & Technology
Normal hours per week:	37
(Some flexibility will be required in order to ensure that key time scales and deadlines are met).	
Grade:	3
Duration if temporary:	Fixed Term until 31 July 2016
Reports to:	Faculty Administration Officer
Responsible to:	Academic Administration Manager

Job Purpose

This is a student-facing role within the Faculty of Science & Technology and will provide a flexible resource working across the Faculty. The post-holder will work closely with the other administrators and academic staff within the Faculty and will provide first class, proactive, administrative support to a wide range of stakeholders. This will require a constant evaluation of priorities, excellent communication skills and a broad understanding of the Faculty's portfolio of programmes, both undergraduate and postgraduate.

In addition the post-holder will provide specific administrative support in connection with other aspects of the Faculty's business.

Main Responsibilities

1. Being the first point of contact for visiting students and staff
2. Assessing student and staff enquiries in order to deliver programme information, advice and guidance through face to face, telephone, email and social media. This requires an excellent and up to date understanding of the Faculty, the function of professional support services, and the processes and procedures of programmes/frameworks in order to provide service excellence;
3. Preparation and provision of administrative information, together with secretarial support in connection with programmes run in the Faculty, to include the maintenance of student records on Faculty and central systems, amending and updating information as required.
4. Monitoring and processing of administrative functions using the University VLE.
5. Supporting the student applications process as directed, assisting with open days, induction and enrolment as necessary
6. Managing the assignment/project handling process including receipting and preparation of dissertation covers as per the templates.
7. Support for the assessments process including:
 - Recording of marks and monitoring of extensions and exceptions
 - Preparation of examination papers
 - Recording of the three week assessment turnaround, including providing 24 hour turnover for academic staff in receipt of student work
 - Attending and assisting at exam boards (minute taking if required)
 - Guiding students in the process for extensions and mitigating circumstances in line with Faculty and BU protocol and recording as appropriate
 - Arranging External Examiners' hotel and travel bookings as required in liaison with the Faculty's Finance and Resource Admin Assistant
 - Assisting with the provision of coursework samples and exam scripts for External Examiners
 - Any other support to the assessment process in line with procedures

8. Preparing and updating documentation as directed including programme handbooks, specifications and unit information.
9. Provision of cover to other administrators within the Faculty to ensure that full administrative support is available and to undertake any tasks required for the efficient administration of the Faculty.
10. Sorting post into staff post trays and ensure that bulk deliveries are dealt with appropriately.
11. Ensuring that stationery supplies for the admin area are maintained.
12. Responsible for ensuring that all machines in the admin area are in working order and when necessary calling out the engineers.

Other Responsibilities (possibly on an individual basis)

13. Administrative support for the REF leadership staff including:
 - Management and assistance in document preparation.
 - Assistance in compiling Action plans, Impact Statements and Research Environment.
 - Assistance with conference attendance and preparations for activities outside CRE Operations remit.
 - Minuting meetings
 - Collating figures and information for a number of research related reports
14. Maintenance and operation of the Faculty's Project Library
15. Organisation and minuting of the Faculty's Academic Offences Panels
16. Support for the Faculty's Ethics Committee
17. Providing student software support by acting as the 'Dreamspark' Administrator.

General

18. Undertake relevant staff development to ensure effectiveness of role.
19. Any other appropriate administrative tasks as required in respect of the efficient academic administration of the Faculty's programmes, or as designated by the Academic Administration Manager.

You will be responsible on a daily basis to the Academic Administration Manager and will liaise closely with the Senior Programmes Administrator, Programme Administrators, Framework/Programme Leaders, Pathway Leaders and other members of the Faculty as required.

Dimensions

Responsible for supporting all undergraduate and postgraduate programmes across the Faculty.
Responsible for supporting a variety of activities in connection with the REF

Contacts

Internal:

Academic and administrative staff within the Faculty and the University
Student Administration Service (students records/assessments)
International Recruitment and Admissions Team
Staff involved in Research across the Faculty and University

External:

Existing and prospective students (including international, professional and postdoctoral)
Professional organisations related to the courses
Collaborative partner colleges & universities

Challenges

Juggling a complex workload, meeting deadlines and interacting successfully with the various team members both admin and academic.

NB: The post holder must at all times carry out their responsibilities with due regard to the University's Dignity, Diversity and Equality Policy Statement.

The purpose of the job description is to indicate the general level of responsibility and location of the position. The duties may vary from time to time without changing their general character or level of responsibility.

All employees have an obligation to be aware of the Universities Environmental Policy, Carbon Management Plan and associated documents, and to ensure that they carry out their day-to-day activities in an environmental responsible manner.

January 2016



Person Specification

Post / Job Title: Student Support Adviser	Post No: 503033/FST120
Faculty / Service: Faculty of Science & Technology	Date: June 2015
SELECTION CRITERIA	Essential / Desirable
Knowledge (including experience & qualifications)	
Good knowledge of computer systems e.g. Office, Word, Excel, Access.	E
Demonstrable experience of working in a customer facing environment providing excellent customer service	E
Relevant experience gained in an administrative role.	E
Experience of working with students in a higher education environment	D
Experience of liaising with staff within a large organisation at all levels.	D
Skills	
Ability to prioritise workload successfully and to organize administrative processes effectively at a level commensurate with the post	
Ability to work on own initiative and to be proactive and self motivated	E
Evidence of excellent Word Processing in formulating letters and emails, and of working with spreadsheets and inputting accurately to databases	E
Good interpersonal and communication skills, both oral and written	E
Ability to communicate effectively with all levels of staff and students within and external to the Faculty through all social media	E
Good level of numeracy	E
Ability to learn new skills quickly	E
Ability to take minutes	D
Attributes	
Experience of and ability to work as part of a team, collaborating with others to plan and complete tasks	E
Flexible and positive approach in order to maintain workloads and meet deadlines	E
The ability to remain enthusiastic and positive in a constantly changing work environment.	E
Confident but with reservation and tact when appropriate	E
Willingness to undertake a range of required tasks, some challenging, some menial	E
Ability to remain calm under pressure in a changing environment	E
A professional and friendly approach with the ability to develop good working relationships	E
Willingness to undertake further development and identify own areas of development	E