

Student Support Coordinator

Job Ref: REQ17176

As part of the University's ongoing commitment to redeployment, please note that this vacancy may be withdrawn at any stage of the recruitment process if a suitable redeployee is identified.

Job Description

Job Grade:

Management and Specialist Grade 6

Job Purpose

To provide administrative support for students and staff across the School's programmes, including short courses. To jointly coordinate the smooth and efficient running of the Student Support Office, supervising team members on a day-to-day basis. To ensure that all student administration is undertaken within necessary guidelines to achieve the highest standards of administrative provision. To take personal responsibility for more complex activities.

The purpose of this job description is to indicate the general level of duties and responsibility of the post. The detailed duties may vary from time to time without changing the general character or level of responsibility entailed.

Job Duties

- To use comprehensive knowledge of administrative or operational processes to identify where change is needed and to make appropriate recommendations. To be responsible for highlighting concerns across all areas of the role and for making recommendations for resolving more complex situations. To contribute to decisions about the allocation of resources within the team.
- To contribute to the management of the Student Admin Team through the effective supervision and motivation of team members, including associated human resources tasks such as recruitment and selection, induction, training and Performance and Development Reviews (PDRs).
- To oversee the student admissions process. To monitor student applications and liaise with Admissions Tutors and the Team Manager to enable planning and take corrective action as necessary. To ensure all applications are processed efficiently.
- Coordinate the organisation of events, such as Induction, Graduation, Open Days and Visit days. Coordinate, arrange and allocate tasks for other staff involved, including ensuring there are sufficient resources available.
- To provide specialist advice on course content and regulations. This could be to prospective students at the application stage, or to current students or staff.
- To monitor student progress during their studies, working closely with academic colleagues to identify concerns and take appropriate action. This will include preparation of paperwork for non-standard cases, Impaired Performance claims, Academic Misconduct, Appeals etc.
- Working with the Team Manager, to take responsibility for the administration of assessment, arranging and attending review and programme boards, answering detailed procedural or regulatory queries and ensuring results are published in line with University requirements.

- To ensure that all student fees are processed and invoiced correctly through the student finance office (mainly PGT and short courses). To ensure that scholarship and prize monies are paid.
- Responsible for maintaining student records and other databases and proactively managing student and programme information to meet School and Central University requirements and assist with internal and external audits. To undertake analysis of such data and produce reports as required.
- Working with the Team Manager, to compile semesterised timetables to optimise teaching laboratory usage and staff contact. Liaise with Teaching Support, central timetabling and other departments on the use of pool rooms and other facilities.
- To be responsible for completion of a range of administrative tasks to ensure all taught modules proceed efficiently and effectively, either by completing the task personally or allocating it within the team, including:
 - Allocating Final Year projects to students and arranging assessment presentations
 - The annual review of module and programme specifications
 - Monitoring student attendance to ensure compliance with UKVI legislation
 - Completing the module feedback process
 - Production of academic transcripts
 - Advising on detailed content of marketing materials in relation to taught programmes
- Undertake training and development deemed appropriate for the position by the Team Manager.
- Any other duties appropriate to the level of the role as requested by the Team Manager.

Points To Note

The purpose of this job description is to indicate the general level of duties and responsibility of the post. The detailed duties may vary from time to time without changing the general character or level of responsibility entailed.

Special Conditions

All staff have a statutory responsibility to take reasonable care of themselves, others and the environment and to prevent harm by their acts or omissions. All staff are therefore required to adhere to the University's Health, Safety and Environmental Policy & Procedures.

All staff should hold a duty and commitment to observing the University's Equality & Diversity policy and procedures at all times. Duties must be carried out in accordance with relevant Equality & Diversity legislation and University policies/procedures.

Successful completion of probation will be dependent on attendance at the University's mandatory courses which include Respecting Diversity and, where appropriate, Recruitment and Selection.

Organisational Responsibility

Reports to the Student Team Manager

Level of supervision received: Not regular supervision.

Line management of staff in the student support team will be through the Student Team Manager. However, the Student Support Coordinators will contribute to this and coordinate and allocate tasks amongst team members.

Person Specification

Your application will be reviewed with respect to meeting the essential and desirable criteria listed below. Your application will be reviewed against the essential and desirable criteria listed below. Applicants are strongly advised to explicitly state and evidence how they meet each of the essential (and desirable) criteria in their application. Stages of assessment are as follows:

- 1 – Application
- 2 – Test/Assessment Centre/Presentation
- 3 – Interview

Essential Criteria

Area	Criteria	Stage
Experience	<p>Substantial experience in administration, either in a senior administrative or professional role in an HE setting.</p> <p>Able to demonstrate in-depth knowledge of specialist area and to provide support and guidance to others.</p> <p>Clear and detailed knowledge of regulations and codes of practice relating to taught programmes.</p> <p>Experience of working with complex databases, managing their content and extracting information.</p> <p>Experience of dealing with people in a variety of complex/difficult situations.</p>	1, 2, 3
Skills and abilities	<p>Excellent communication skills and strong 'customer' focus. Able to present complex regulatory requirements in a way that non-specialists can understand.</p> <p>Excellent interpersonal skills; ability to deal with a wide variety of people at all levels using judgement, diplomacy and tact.</p> <p>Able to grasp new concepts quickly and use initiative to identify where changes are needed and make appropriate recommendations. Willing to participate in project work to improve administrative systems.</p> <p>A strong team player. Proactive and able to prioritise and manage deadlines effectively, planning ahead for the short and medium term. Able to contribute to decisions about allocation of resources within the team. Ability to supervise, support, motivate and delegate effectively.</p> <p>Able to demonstrate a flexible approach in a changing environment and to facilitate change in a team setting across multiple stakeholders.</p> <p>Ability to cope with extremely demanding workload and changing priorities.</p> <p>Able to work with accuracy and attention to detail. Excellent practical IT skills (Microsoft Office) and skilled in use of relevant and specialist IT packages or databases.</p>	<p>1, 2, 3</p> <p>1, 3</p>
Training	<p>A strong commitment to personal development and the development of team members.</p> <p>A willingness to undertake further training as appropriate, and to adopt and implement new procedures.</p>	3

Qualifications	Educated to Degree Level (or equivalent), or will hold substantial relevant professional experience.	1
Other	Commitment to providing a high level of service to students and to internal and external staff. Detailed understanding of and adherence to the University's Equal Opportunities Policy, IT Acceptable Use Policy and other University policies and how they apply to own work area.	3

Desirable Criteria

Area	Criteria	Stage
Experience	Experience of managing and improving administrative systems. Familiarity with LU administrative systems and procedures. Experience of supervising other staff.	1, 2, 3
Skills and abilities	Able to absorb and apply knowledge of University structures, systems and procedures. Understanding and knowledge of relevant legislation, e.g. Data Protection, Freedom of Information, SENDA.	1, 2,3
Qualifications	A degree is desirable.	1

Conditions of Service

The position is FULL TIME and OPEN-ENDED. Salary will be on Management and Specialist Grade 6, £29,301 – £38,183 per annum, at a starting salary to be confirmed on offer of appointment.

The appointment will be subject to the University's normal Terms and Conditions of Employment for Academic and Related staff/Operational and Administrative staff, details of which can be found [here](#).

The University is committed to enabling staff to maintain a healthy work-home balance and has a number of family-friendly policies which are available at <http://www.lboro.ac.uk/services/hr/a-z/family-leave-policy-and-procedure---page.html>.

We also offer an on-campus nursery with subsidised places, subsidised places at local holiday clubs and a childcare voucher scheme (further details are available at: <http://www.lboro.ac.uk/services/hr/a-z/childcare-information---page.html>)

In addition, the University is supportive, wherever possible, of flexible working arrangements. We also strive to create a culture that supports equality and celebrates diversity throughout the campus. The University holds a Bronze Athena SWAN award which recognises the importance of support for women at all stages of their academic career. For further information on Athena SWAN see <http://www.lboro.ac.uk/services/hr/athena-swan/>

Informal Enquiries

Informal enquiries should be made to Dawn Dawson, Student Team Manager by email at D.M.Dawson@lboro.ac.uk or by telephone on 01509 223338

Applications

The closing date for receipt of applications is **19 March 2017**.