

Job Description

Position Details	
Faculty/Directorate	Academic Services
School/Department	Student Services
Team	Student Services Operations Team
Job Title	Senior Administrator
Grade	5
Hours of Work	35 hours per week
Contract Duration (Perm/Fixed Term)	Permanent
Reports To (Job Title)	Learning Communities Manager
Responsible For (Job Title)	N/A

Principal Accountabilities

The post holder will work as part of the Student Services Operations Team and will be assigned to support one of the services below:

- Academic and Study Skills
- Counselling, Mental Health and Wellbeing
- Inclusion and Disability
- Pastoral Support Services

Student Services Administrators will:

- Act as the first point of contact and manage all initial enquiries from students, staff and external stakeholders, taking the appropriate follow up actions.
- Provide professional and high-quality administrative support, developing an understanding of all the administrative functions within the assigned service.
- Develop knowledge and experience of administrative support across other services, in order to support other areas of Student Services when required.
- Contribute to the development of a culture of continuous quality improvement and the delivery of a professional administration service that is proactive, accessible and student centred.

Key Tasks

Teamwork, Liaison and Networking

To develop positive working relationships with colleagues across Student Services, colleagues across the University and external organisations that provide support or funding to service users e.g. Support Providers, Student Finance England.

To make a positive contribution to the work of Student Services and participate in team meetings.

Assist with the induction and development of new and existing team members.

To work flexibly to achieve team objectives by assisting others and working collaboratively to complete tasks and projects.

Engage with ongoing development and quality assurance measures e.g. peer and management observations.

Administration and Customer Service

To provide effective administrative support, ensuring tasks are carried out to a high standard. This includes:

Customer Service

- Managing initial enquiries into the service, responding within agreed timescales and taking responsibility for any follow up actions.
- Responding sensitively to enquiries and maintaining confidentiality, referring enquiries to other members of the team as necessary.
- Actively contributing to the enhancement of the student experience by promoting a customer-focused approach to service delivery in the team.

Administration

- Booking student appointments and other activities, using the relevant systems
- To make effective use of systems such as CRM and other key administrative systems to capture and maintain accurate records and data.
- Taking responsibility for the regular housekeeping of all client files, both electronic and paper, to ensure the accuracy of data, to include the regular archiving of both paper and electronic client files in accordance with the University's Retention and Disposal Schedule.
- Servicing committees and meetings, as required, ensuring agendas, papers and minutes are accurately produced and disseminated.
- Processing and monitoring financial transactions including the ordering of goods and services using the University's electronic procurement system (P2P).

University Events and Project Work

- Assisting with the organisation and administration of events e.g. University or service-specific events for current or prospective students.
- Contribute to the work of groups and projects related to Student Services, as required.

Service Delivery

Pastoral Support Services

Providing administrative support for the Pastoral Support Services team, covering an on-campus reception for the University Chaplaincy and a range of duties which include:

- Welcoming student and staff visitors to the University Chaplaincy, arranging appointments with the Chaplains, signposting to other sources of support and maintaining an overview of the upkeep of the University Chaplaincy rooms.
- Supporting the Chaplains to establish and maintain positive links with faith organisations and faith leaders external to the University, to facilitate their engagement with the student population.
- Maintaining accurate records of work conducted by students in peer-to-peer support roles, and checking completion and accuracy of PAL (Peer Assisted Learning) Leaders feedback forms for the processing of timesheets.
- Supporting the PALS Coordinator in the recruitment of PALS, Peer Guides and Mental Health Ambassadors and in developing rotas for work undertaken by students in these roles.
- Establishing and maintaining effective working practices and relationships with a large team of students working in peer-to-peer support roles.
- Under the guidance of the Communications and Information Manager, managing communications to promote the work of PALS to current students and staff, including the production of high quality creative resources including print, social media, and video.
- Ensuring digital communication channels e.g. web, intranet, Moodle, are regularly reviewed and updated.
- Provide administrative support to the Inclusive Learning Communities Project Coordinator and Student Welfare team as required.

Special Features

The post holder will be expected to work flexibly and provide cover for and/ or work in collaboration with colleagues across Student Services. This may involve occasional evening and weekend work.

There will be some times of the year when it will either not be possible for the post holder to take annual leave, or be necessary to limit the amount of annual leave that can be taken.

Miscellaneous

You will ensure that appropriate management systems and procedures are in place to meet your health and safety duties and responsibilities contained within the University's health and safety policy. In particular you will ensure that appropriate risk assessments are carried out in respect of significant hazards and that safety inspections are undertaken on at least an annual cycle in each workplace under your control.

You are responsible for applying the University's Equal Opportunities Policy in your own area of responsibility and in your general conduct.

You have a responsibility to promote high levels of customer care within your own areas of work.

You are expected to co-operate with the PDR process, engaging in the setting of objectives in order to assist in the monitoring of performance and the development of the individual.

You will assess the training and development needs of each member of staff under your control to ensure they are adequately supported in relation to their work responsibilities.

Such other relevant duties commensurate with the grade of the post as may be assigned by the Manager in agreement with you. Such agreement should not be unreasonably withheld.

You may be required to undertake a specific Health & Safety role, commensurate with your grade, to support the University in meeting its statutory Health & Safety obligations. This could include acting as a DSE Assessor, First Aider, Fire Marshall or Departmental Safety Co-ordinator. The allocation of such roles will be subject to the provision of appropriate training and assessment of competence.

You may, with reasonable notice, be required to work at any of the Manchester Metropolitan University sites.

You are responsible for assessing and managing risk for all elements of work within your own area/team and for ensuring effective risk management processes are in place.

You have the responsibility to engage with the University's commitment to Environmental Sustainability in order to reduce its waste, energy consumption and carbon footprint.

You have the responsibility to engage with the University's commitment to delivering value for money services that optimise the use of resources and therefore should consider this when undertaking all duties and aspects of your role.

Review

This is a description of the job at the time of issue. It is the University's practice periodically to review and update job descriptions to ensure that they accurately reflect the current nature of the job and requirements of the University and to incorporate reasonable changes where required, in consultation with the jobholder.

Person Specification

In order to be shortlisted you must demonstrate that you meet all the essential criteria and as many of the desirable criteria as possible. Where we have a large number of applications that meet all of the essential criteria, we will then use the desirable criteria to produce the shortlist.



All disabled candidates who meet the minimum essential criteria will be included on the shortlist.

Selection Criteria			
Attributes	Item	Relevant Criteria	Essential/ Desirable
1	Skills & Abilities	1.1 Ability to communicate complicated and non-routine information which requires careful explanation both verbally and in writing, displaying a good grasp of grammar, spelling and numeracy	E
		1.2 High standard of IT literacy, including the ability to produce documentation with complex layouts and diagrams, tables and footnotes.	E
		1.3 Excellent telephone and interpersonal skills, and ability to support vulnerable people in a sensitive manner.	E
		1.4 Excellent organisational skills, including the ability to manage a substantial personal workload and to support a team in achieving its objectives.	E
		1.5 Ability to work within the boundaries of the role, follow agreed protocols for escalation and respond positively to feedback.	E
		1.6 Work as a member of a highly customer focused team, remaining calm under pressure.	E
		1.7 Ability to interrogate systems and retrieve and gather information for analysis, in order to support problem solving.	E
2	General & Specialist Knowledge	2.1 Proven ability to work with standard office IT applications, such as Microsoft packages, and the ability to learn how to access and interrogate in-house systems/CRM systems and engage with new technologies.	E
		2.2 An excellent understanding of issues relating to handling information and enquiries confidentially.	E

		2.3	Maintains an interest and understanding of current initiatives relevant to the role and within HE more generally.	D
3	Education & Training	3.1	Level of education equivalent to 2 'A' levels, a GNVQ or a Level 3 qualification, showing clear evidence of literacy and numeracy.	E
4	Relevant Experience	4.1	Experience of prioritising own workload to meet set objectives; adapting plans to take account new priorities.	E
		4.2	Proven experience of providing administrative support in a busy environment working collaboratively to improve services to customers.	E
		4.3	Experience of dealing with confidential and sensitive personal information.	E
		4.5	Experience of working with students and/ or adult learners.	D
		4.6	Experience of servicing committees and meetings.	D
		4.7	Experience of office related finance e.g., monitoring income and expenditure.	D
		4.8	Experience of commissioning design work to create a variety of media and online resources.	D
5	Special Requirements	5.1	Evidence of a commitment to Equal Opportunities.	E
		5.2	Evidence of, and commitment to, ongoing personal and professional development.	E
		5.3	Commitment to providing a high standard of customer service.	E
Date of Revision		July 2022		