

**Portsmouth Business School**

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**Student Support Administrator**

**ZZ600750**

**Information for Candidates**

**THE POST**

Please see the attached job description and person specification.

**TERMS OF APPOINTMENT**

Salary is in the range £18,940 - £21,220 per annum and progress to the top of the scale is by annual increments payable on 1st April each year. Salary is paid into a bank or building society monthly in arrears.

Working hours are 37per week. Overtime is not normally payable but time off in lieu may be given. The working hours are normally from 8.30am to 5.15pm Monday to Thursday and 8.30am to 4.15pm Friday with one hour and ten minutes for lunch. Specific times may vary according to the Department concerned.

Leave entitlement is 32 working days per annum. The leave year commences on 1 October and staff starting and leaving during that period accrue leave on a pro-rata basis. In addition, the University is normally closed from Christmas Eve until New Year’s Day inclusive and on bank holidays.

The Appointee will be entitled to join the Local Government Pension Scheme. The scheme's provisions include an index-linked pension with an option to exchange some pension for a lump sum on retirement together with dependants’ benefits. Contributions by the employee are subject to tax relief.

There is a probationary period of six months during which new staff are expected to demonstrate their suitability for the post.

There is a comprehensive sickness and maternity benefits scheme.

**All interview applicants will be required to bring their passport or full birth certificate and any other 'Right to Work' information to interview where it will be copied and verified.** The successful applicant will not be able to start work until their right to work documentation has been verified.

Under the University’s Insurance Policy we will take up references for candidates called for interview. Your current employer reference must be your current line manager. It is also a requirement of this policy that we take up references to cover the previous three years of your employment or study.

The successful candidate will need to bring documentary evidence of their qualifications to Human Resources on taking up their appointment.

To comply with UKVI legislation, non-EEA candidates are only eligible to apply for this post if it has been advertised for a total of 28 days.

If the position has a requirement for Disclosure and Barring Service check (DBS), this will be stated in the advert. The DBS Application Form will be provided once the selection process has been completed.

All applications must be submitted by Midnight (GMT) on the closing date published.

**UNIVERSITY OF PORTSMOUTH – RECRUITMENT PAPERWORK**

1. **JOB DESCRIPTION**

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| **Job Title:** | Student Support Administrator |
| **Grade:**  | 3 |
| **Faculty/Centre:** | Postgraduate Centre |
| **Department/Service:****Location:** | Portsmouth Business SchoolPortland Building |
| **Position Reference No:** | ZZ 600750 |
| **Responsible to:** | Programmes Administrator (Student and International Support)  |
| **Responsible for:** | N/A  |
| **Effective date of job description:** | April 2017 |

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| **Purpose of Job:** |
| Working within the Portsmouth Business School as part of the Postgraduate Administration Team to provide a dedicated and efficient reception and customer service to all clients of the Postgraduate Centre to include students, staff members and external clients via telephone, email and in person, routing callers and visitors to an appropriate staff member as required. The post holder will be working in collaboration with cross Faculty and University wide support services and will require knowledge of University Academic regulations, procedures and Quality Assurance Systems, especially in the areas of assessment penalties and extenuating circumstances.To provide administrative support to the Postgraduate Centre Manager, Deputy Manager and Programmes Administrator (Student and International Support) as required. |

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| **Key Responsibilities:** |
| ***Monitoring and Process Control***1. To take responsibility for the co-ordination and collation of student coursework and dissertations, both electronically and hard copy, including the collation of coursework hand in dates, ensuring that the office protocols are adhered to and that coursework is processed in a timely manner. Liaising with the Programme Administration team and academic staff to address any gaps in records and resolving any queries from students and academic staff.
2. To support the coordination of examination and assessment arrangements, for example: checking of papers, printing and secure storage; receipt and distribution of examination scripts to/from moderators and External Examiners; attendance at examination boards; inputting and publishing outcomes, notification to individual students.
3. To act as an internal assessor, checking assignment and examination marks input for accuracy.
4. Supporting and assisting student registration and ID checks, issuing Student ID cards, attendance monitoring and Embassy progression reports as required.
5. Working with both the Deputy Manager and Programmes Administrator (Student and International Support) to produce new pro-formas and process maps to support business operations.
6. To have overall responsibility for despatching and retrieval of archives from File-Store as required, maintaining records of box references and contents.

***Communications***1. To staff the internal reception desk and act as a first point of contact for visitors to the Postgraduate Centre.
2. Responsible for checking the bus-pgrad@port.ac.uk mailbox on a daily basis and responding to all queries received.
3. To ensure, in liaison with the Programmes Administrator (Student and International Support) that communications to both prospective students, current students and alumni are well designed, consistent and appropriately targeted.
4. In conjunction with the Programmes Administrator (Student and International Support) construct and maintain the pre-registration and post-registration PG Moodle Sites and plasma screens.
5. To assist with the production of student status letters, authorised absence letters and replacement transcript requests.
6. To assist in the development and maintenance of the Postgraduate Centre’s use of social media as a communications tool in line with University protocol and assist in the production of quarterly reports to measure usage rates.
7. To provide a triage service identifying student needs and putting them in touch with appropriate support, handling enquiries and advising students with complete confidentiality, tact and discretion.
8. Responsible for all duties associated with post for the Postgraduate Centre.

***Other***1. Provide cover for minute taking for Student Staff Consultative Committees, Boards of Studies, Unit Assessment Boards and Boards of Examiners.
2. Working with the Programmes Administrator (Student and International Support) undertake regular audits of stationery and office supplies and reorder and replenish accordingly e.g. photocopier paper, student forms.
3. Opening and closing of office cabinets for daily access.
4. To be responsible for maintaining a diary of room bookings for postgraduate meeting rooms.
5. To support the undertaking of student satisfaction surveys as required.
6. To support data entry for attendance monitoring records.
7. To support the input and tracking of unit management amendments on the Unit Database.
8. To comply with the University's Health and Safety Policy and pay due care to own safety and the safety of others. Report all accidents, near misses and unsafe circumstances to line management.
9. To support the University's commitment to equality, diversity, respect and dignity, creating an environment in which individuals will be treated on the basis of their merits, abilities and potential, regardless of gender, racial or national origin, disability, religion or belief, sexual orientation, age or family circumstances
10. Such other duties as may reasonably be required by the Postgraduate Centre Manager/Faculty Manager.
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| **Working Relationships (key individuals the job holder would be working with):** |
| Postgraduate and Doctoral StudentsAcademic StaffPostgraduate Centre StaffUniversity Wide Professional StaffHead of Taught Postgraduate ProgrammesExternal clients/stakeholders |

1. **PERSON SPECIFICATION**

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| **No** | **Attributes**  | **Rating** | **Source** |
| **1.** | **Specific Knowledge & Experience** |  |  |
|  | Proven administrative experience in a busy customer service environment, dealing with telephone enquiries, written correspondence, maintaining spreadsheets and databases and servicing committees. | E | AF/S |
|  | Knowledge of student processes and procedures | D | AF/S |
|  | Experience of working within an HE environment or equivalent | D | AF/S |
| **2.** | **Skills & Abilities** |  |  |
|  | Excellent IT Skills, including experience in the use of word processing, spreadsheets and databases.  | E | AF/S |
|  | Ability to assimilate new procedures quickly | E | AF/S |
|  | Good organisational skills and attention to detail | E | AF/S |
|  | Good interpersonal skills and ability to communicate with staff and students at all levels and cultures | E | AF/S |
|  | Good standard of written and spoken English | E | AF/S,  |
|  | Able to show initiative | E | AF,  |
| **3.**  | **Education &/or Training** |  |  |
|  | Educated to GCSE grade B, including Maths and English (or equivalent experience) | E | AF |
|  | Customer Service qualification or equivalent training/experience | D | AF |
|  | IT Qualifications | D | AF |
|  | Evidence of willingness to undertake CPD in customercare | E | AF/S |
| **4.** | **Other Requirements** |  |  |
|  | Proven ability to work as a member of a team, but also ability to work unsupervised and to prioritise own work as required. | E | AF/ S |
|  | Adaptable and enthusiastic  | E | AF/S |
|  | Committed to completion of tasks and delivery of service through prioritising workload  | E | AF, S |
|  | Proactive with commitment to provision of excellent customer service | E | AF/ S |
|  | Empathy with students and academic staff, and commitment to HE | E | AF/ S |
|  | Ability to work occasional Saturdays during term times | D | S |
|  | Professional appearance and demeanor  | E | S |
|  | Prepared to undertake training as and when necessary | E | AF/S |
|  | Understand and support the aims and objectives of the Faculty and its Departments | D | AF/ S |

**Legend**

Rating of attribute: E = essential; D = desirable

Source of evidence: AF = Application Form; S = Selection Programme (including Interview, Test, Presentation, References)

**JOB HAZARD IDENTIFICATION FORM**

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| **Please tick box(s) if any of the below are likely to be encountered in this role. This is in order to identify potential job related hazards and minimise associated health effects as far as possible. Please use the** [**Job Hazard Information**](http://www.port.ac.uk/departments/services/humanresources/recruitmentandselection/informationforrecruiters/essentialinformationandformsforrecruiters/) **document in order to do this.**  |
| 1. International travel/Fieldwork
 |  | 13. Substances to which COSHH regulations apply (including microorganisms, animal allergens, wood dust, chemicals, skin sensitizers and irritants)  |  |
| 1. Manual Handling (of loads/people)
 |  | 14. Working at height |  |
| 1. Human tissue/body fluids (e.g. Healthcare workers, First Aiders, Nursery workers, Laboratory workers)
 |  | 15. Working with sewage, drains, river or canal water  |  |
| 1. Genetically modified Organisms
 |  | 16. Confined spaces |  |
| 1. Noise > 80 DbA
 |  | 17. Vibrating tools  |  |
| 1. Night Working

 (between 2200 hrs and 0600 hrs) |  | 18. Diving |  |
| 1. Display screen equipment (including lone working)
 | X | 19. Compressed gases |  |
| 1. Repetitive tasks (e.g. pipette use, book sensitization etc)
 |  | 20. Small print/colour coding |  |
| 1. Ionising radiation/ non-ionising radiation/lasers/UV radiation
 | 21. Contaminated soil/bioaerosols |  |
| 10. Asbestos and lead  | 22. Nanomaterials  |
| 11. Driving on University business (mini-bus, van, bus, forklift truck etc)  | 23. Stress  |
| 12. Food handling  | 24. Other (please specify)  |

**Completed by Line Manager/Supervisor:**

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| **Name (block capitals)** | Karen Holden |
| **Date** | 3rd April 2017  |
| **Extension number** | 4286 |

Managers should use this form and the information contained in it during induction of new staff to identify any training needs or requirement for referral to Occupational Health (OH).

Should any of this associated information be unavailable please contact OH (Tel: 023 9284 3187) so that appropriate advice can be given.