

OUR REWARD PRACTICES/ JOB DESCRIPTION: Student Administration Assistant

Date created:

Date created

Date updated:

Date updated

Generic role title:	Student Administration Assistant
Job family:	Administration, Professional & Managerial
Reference number:	STM-045-19
Grade:	Grade 3
Salary Scale:	HR to complete
Contract:	Fixed term for 12 months Part time 0.5 FTE
School/Department:	School of Sport & Exercise Sciences
Location:	University of Kent, Medway campus
Line manager:	Student Support Officer or their nominee
Immediate line reports:	N/A
Anticipated start date:	As soon as possible following successful interview

Job purpose

The role holder will work as part of the school's student support team to provide a range of administrative support associated with the undergraduate and postgraduate students. The principal aims of this role are to provide support in the area of student administration, student engagement and recruitment. The role holder will work alongside the Student Support Officer and the Recruitment and Admissions Officer as well as other Professional Services teams such as the Student Administration Office, the Student Services Office and Enrolment Management Services.

Key accountabilities

This section details the main accountabilities (or responsibilities) of the job, together with a selection of indicative duties. Other duties, commensurate with the grading of the post, may also be assigned from time to time.



1.	Coordinate the School attendance monitoring and Academic Diligence system to support student engagement	Frequency
		Daily
Example duties:		
1.1	Produce attendance sheets and distribute to members of teaching staff. Input attendance data, and ensure up-to-date and accurate attendance monitoring information.	
1.2	Record the attendance monitoring information and ensure it is kept accurately and up to date.	
1.3	Arrange appointments with the Student Support Officer (SSO) or Senior tutor for at risk students to aid progression and retention of students within the school.	
1.4	Monitoring attendance and assessment submission data to identify students who may be at risk of disengaging with their course, and contacting to arrange appointments with the SSO where appropriate	
2.	Acting as primary contact for student queries in the school to provide a professional and efficient service.	Frequency
		Daily
Example duties:		
2.1	Provide a primary point of contact for all students, and arrange student meetings with the Student Support Officer or relevant member of staff where necessary.	
2.2	Respond to routine enquiries in person, by telephone and by email in a helpful and constructive manner, directing enquires to the relevant person within the school/ department as required.	
2.3	Confirming extensions to deadlines with students, and ensuring paperwork is filed in accordance with University regulations and the Data Protection Act.	
2.4	Assist in the collection and preparation of concessionary paperwork from students, and ensure the paperwork is filed in accordance with University regulations and the data protection act.	
3.	Assisting the School Marketing & Recruitment Officer (SMRO) with day to day activities to support student recruitment	Frequency
		Daily
Example duties:		
3.1	Dealing with routine enquiries from applicants in a friendly, efficient and professional manner	

3.2	Produce correspondence using university templates, to assist in recruitment activity	
3.3	Assisting with the organisation of Open Days, UCAS Visit Days and Interviews	
3.4	Assist with the coordination of recruitment activity during the UCAS Clearing period	
4.	Providing General administrative support to the School	<i>Frequency</i>
		Daily
Example duties:		
4.1	Inputting student marks onto the Student Data system, and logging the return of work to students onto the Schools	
4.2	Produce documents or correspondence using standard templates, printing and distributing them as directed.	
4.3	Provide support in the organisation of meetings and committees within the school ensuring they are run effectively and producing agendas and minutes.	

Internal & external relationships

This section indicates with whom the job holder comes into contact and liaises/ communicates with on a regular basis, and for what purpose.

Internal: Academic and administrative staff within the school, Medway Student Administration Office, Student Services, Admissions Office, Medway Master's Office.

External: Applicants to the school, members of the public with general enquiries

Health, safety & wellbeing considerations

This job involves undertaking duties which include the following health, safety and wellbeing considerations:

Regular use of Screen Display Equipment

Person specification

The person specification details the necessary skills, qualifications, experience or other attributes needed to carry out the job. Applications will be measured against the criteria published below.

Selection panels will be looking for clear evidence and examples in an application, or cover letter (where applicable), which back-up any assertions made in relation to each criterion.

Qualifications / training	Essential	Desirable	Assessed via*
Educated to GCSE English or maths or equivalent.	✓		A
Educated to A Level/BTEC standard		✓	A
Professional qualification such as ECDL, RSA/OCR etc		✓	A

Knowledge, skills and experience	Essential	Desirable	Assessed via*
Experience in working in the Higher Education sector or in a similar area	✓		A
Experience of working with Cressida, SITS or a similar large records management system.	✓		A
Ability to work to a high degree of accuracy	✓		I,T
Good IT skills, particularly Microsoft Office packages	✓		A,I,T
Ability to provide excellent service to students, colleagues and members of the public in a friendly and professional manner	✓		A,I
Experience of entering large amounts of data quickly and accurately	✓		A,I
Excellent oral and written communication skills, giving the post-holder the ability to deal confidently with a range of people at all levels.	✓		A,I,T
Experience of providing agendas and minutes for meetings	✓		A,I,T

Additional attributes	Essential	Desirable	Assessed via*
Commitment to deliver equality, diversity and inclusivity	✓		A,I
Willingness to travel to Canterbury campus for occasional training, meetings and events	✓		A,I
Excellent customer service skills with a helpful and responsive manner with the ability to remain calm when under pressure.	✓		A,I

*Criterion to be assessed via:

A = application form or CV/cover letter

I = interview questions

T = test or presentation at interview