

OUR REWARD PRACTICES/
JOB DESCRIPTION:
Student Administration Officer

Date created:

Date created

Date updated:

Date updated

Generic role title:	HR to complete
Job family:	Administration, Professional & Managerial
Reference number:	ACD-050-19
Grade:	Grade 4
Salary Scale:	£20,130 - £22,417 <i>per annum pro rata</i>
Contract:	Fixed term to 31 August 2020 0.6 FTE
School/Department:	Central Student Administration
Location:	University of Kent, Medway campus
Line manager:	Student Administration Manager or their nominee
Immediate line reports:	N/A

Job purpose

The Medway Student Administration Team is responsible for maintaining and updating critical student information, providing Medway students with School, Faculty and Central University administrative support. This also includes managing large-scale central student operations, including registration and examinations.

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.

		<i>Frequency</i>
1.	Ensure procedures are accurate and current to enable the Medway Student Administration team to operate efficiently and supports the achievement of department and school deadlines.	Daily
Example duties:		



1.1	Support and advise staff with the University of Kent policies, procedures and databases.	
1.2	Provide clerical support for senior administrative staff and academic colleagues.	
1.3	Maintain clear and effective lines of communication across the university, including liaison with faculties, schools, campuses, and central teams to ensure the effective discharge of University policies & consistency of practice.	
2.	Assist the Student Administration Manager with regard to examination and In Course Test scheduling, invigilation arrangements and administration (including students with adapted arrangements)	<i>Frequency</i>
		Monthly
Example duties:		
2.1	Assist in set up of all venues for the University main examination resit examination period.	
2.2	Oversee examination venues receiving all papers from across multiple rooms to collate in readiness for marking. Dealing with errors and problems quickly and efficiently.	
2.3	Preparation, formatting and printing of Medway examination papers.	
3.	Administration of the student record for a designated School(s) ensuring the records accurate at all times. To assist with all aspects of module registration, Board of Examination administration and record maintenance.	<i>Frequency</i>
		Daily
Example duties:		
3.1	Input and monitoring of student personal information and student data such as module and programme of study details.	
3.2	Input of coursework and examination marks in preparation for the Board of Examiners.	
3.3	Undertake administration for progression & award for all Kent students, including release of marks and decisions, final award classification, publication of pass lists, transcripts and fail letters to ensure accurate, consistent & transparent approach.	
3.4	Handling of data in accordance's with policies and processes, UKVI regulations and GDPR. Adhere to GDPR regulations ensuring that sensitive and personal data is handled appropriately.	
4.	Provide administration support for a specific activity or function within Medway Student Administration to ensure that it operates efficiently and to agreed standards.	<i>Frequency</i>
		Daily

Example duties:		
4.1	Assisting in all aspects of registration including scanning and updating visa information. This will include working over one full weekend prior to the University of Kent Welcome Week.	
4.2	Support, as required, for the University's admissions procedure; this may involve mailing enrolment/registration forms, corresponding with prospective students and participating in/assisting in organising Open Days/Information Evenings.	
4.4	Assist with any administration duties requested and attend Medway Congregations in July and November.	
4.5	To assist with the transition and continuation of duties associated with the Primary Administering University for Pharmacy from Kent to Greenwich, acting as the key liaison for all Pharmacy students and staff.	
5.	Undertake administration duties to assist in the effective day-to-day function of the department, working proactively with other members of the team to deliver tasks without prompting.	<i>Frequency</i> Daily
Example duties:		
5.1	Reception duties: receiving and welcoming visitors in a pleasant and professional manner. Carry out the arrangements for external visitors to all Medway schools and departments.	
5.2	Manual and electronic filing and logging of documents and information in line with the departments filing and archive	
5.3	Production of official documents for current and non-current students as appropriate, including transcripts, degree certificates, council tax exemption certificates, reference requests, letters, degree certificates and status letters.	
5.4	Respond to all enquiries either, in person, by telephone or email, in a helpful and constructive manner, using knowledge of policies and procedures. Offer an exceptional level of customer service at all times.	
6.	Any such other duties which commensurate with the grading of the post that may be assigned by the Student Administration Manager or their nominee.	<i>Frequency</i> Weekly
Example duties:		
6.1	Attend training events professional activities, to ensure continuous professional development & maintain required levels of expertise and skillset. Cascading knowledge gained to the wider team ensuring collaborative approach.	

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 of University of Kent and Associate/Partner institutions, students.

External: Councils, Transport for London, Student Loans Company, CMP Medica, Hire Companies, University of Greenwich, Canterbury Christchurch University, alumni, general public, landlords, and local police.

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
A clear demonstration of continuous professional development.	✓		A
Formal qualification in secretarial/customer service skills and/or IT skills (NVQ, OCR, RSA, ECDL or equivalent).		✓	A

Knowledge, skills and experience	Essential	Desirable	Assessed via*
Experience of working within a customer orientated setting	✓		A, I, T
Experience in providing secretarial support (often to tight deadlines)	✓		A, I, T
Computer literate with advanced experience in using databases and excel	✓		A, I, T
Good communication skills	✓		A, I
Accurate data inputting skills	✓		A, I, T
Ability to work in a methodical and organised manner	✓		A, I, T
Previous experience of working in Higher/Further education.		✓	A

Additional attributes	Essential	Desirable	Assessed via*
-----------------------	-----------	-----------	---------------

Ability to work as a member of a team	✓		A
Ability to use initiative	✓		A
Ability to maintain accuracy	✓		A, T

*Criterion to be assessed via:

A = application form or CV/cover letter

I = interview questions

T = test or presentation at interview