

SENIOR ADMINISTRATOR FIRST CONTACT TEAM

1 x 1FTE

Job Ref: REQ240445

As part of the University's ongoing commitment to redeployment, please note that this vacancy may be withdrawn at any stage of the recruitment process if a suitable redeployee is identified.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: Administrative Services, Grade 4

Job Purpose: Working with minimal supervision to support services to students through the provision of good quality, relevant information, and signposting, ensuring that where possible, enquiries can be resolved by the Enquiries Team and that clients are referred appropriately when required.

To deal professionally and courteously with a wide range of initial enquiries regarding Student Services from students, staff, and visitors. Enquiries may be made by telephone, email or face-to-face.

To be responsible for the smooth running and operational requirements of the main information area in the Student Services building

There will be responsibilities within areas such as Health & Safety, Information and Data Management and Student Wellbeing & Inclusivity that will be divided between the senior Administrators as directed by management.

DUTIES:

First Contact:

- Meet and greet visitors to Student Services, maintaining a high level of confidentiality and discretion at all times.
- Ensure enquirers are made to feel welcome by dealing professionally, respectfully, and effectively with initial enquiries.
- Communicate tactfully with a range of clients (students, staff, parents, visitors), including those with English as a second language.
- Proactively engage to provide first-line advice and information of services to enquirers, within certain designated boundaries, often dealing with complex enquiries and offer guidance as appropriate.
- After comprehensive, sensitive, and appropriate diagnostic questioning of enquirers, make appointment and assessment bookings with Service Staff. Refer, or signpost on if required.
- Effective management and operation of the appointment system for all Sections within Student Services
- Demonstrate the use of software or web-based platforms to students as required.
- Ensure that students have completed standard paperwork or forms correctly to ensure that all relevant information has been obtained before passing to Service staff.

General administrative duties for Sections within Student Services:

- Student-facing support for Sections.
- Produce and maintain materials for student opportunities/notices as appropriate.
- Maintain the reception area in the Student Services building
- Securely trace and distribute sensitive and confidential personal documents.
- Liaise with external bodies and third-party providers.
- Provide cover for other colleagues at busy times and in cases of absence, by undertaking such duties and responsibilities which are commensurate with the grade and nature of the post.
- Contribute to projects within Student Services and to the continuous improvement of work practices, including production and maintenance of standard operating procedures.
- Assist with the training of other staff as required.
- Ensure compliance with relevant University and Student Services policies and ensure GDPR compliance.

In addition to the above, you will be asked to fulfil one or more of the duties below:

Information and Data Management

- Work with colleagues to develop and maintain Student Services information systems.
- Maintain online workspaces, student records in accordance with appropriate regulations.
- Upload documents and information into the Student Database
- Undertake data input and interpret for reporting purposes.
- Provide management information i.e: collation of statistics; collection of feedback; quality assurance

Health and Safety

- Know and adhere to basic Health and Safety procedures including relevant emergency and evacuation procedures.

Student Wellbeing & Inclusivity

- Responsible for the maintenance of students' disability, study support and wellbeing information on the university database systems and ensuring that this information is disseminated appropriately and accurately across the University.
- Ensure relevant information from Full Neurodiversity Diagnostic reports and DSA documentation are correctly disseminated and brought to the attention of the appropriate staff, and appropriate systems are updated.
- Assist students and staff with the process for Disabled Students Allowance.
- Help process Counselling and Wellbeing referrals and facilitate appointment bookings.
- Adhere to GDPR and service confidentiality requirements.

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

It will be necessary, on occasions, for the post holder to work outside normal working hours including some work in the evenings and at weekends.

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.

Organisational Responsibility

Reports to the First Contact Team Co-ordinator

Note: *Although the core duties of the post are set out within the job description, a flexible approach to work is essential. The post-holder may be required to adapt the above duties to take account of changes to working practices.*

In order to ensure continuity of administrative support, working patterns will be set in accordance with the needs of the service. All Administrators are expected to provide support across all service areas as requested and as commensurate with grade.

Person Specification

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	Substantial experience of working in a busy, customer-facing role dealing with a wide range of enquiries	1, 3
	Experience of providing information and signposting on a range of topics	1, 3
	Substantial administrative experience	1,3
	Previous experience of dealing with people from diverse backgrounds	1
Skills and abilities	Excellent written and spoken communication	1,2,3
	A professional, positive, courteous, and empathetic manner with a focus on customer service	1,2,3
	Self-motivated and confident to work independently; able to make decisions with minimal supervision	1,2,3
	Able to quickly analyse and determine the nature of an enquiry and respond with tact and diplomacy	1,2,3
	Able to handle personal/confidential information appropriately and to treat issues with sensitivity	1,2,3
	Able to recognise when issues need to be escalated or referred and remain calm in emergency situations	1,2,3
	Able to disseminate information clearly and effectively in a busy environment	1,2,3
	Able to retain large amounts of information and draw on this information quickly when required.	1,2,3
	Able to operate efficiently under pressure and to tight deadlines	1,2,3
	Demonstrates a methodical approach, an aptitude for accuracy, attention to detail and ability to multi-task	1,2,3
	Excellent IT skills, including Outlook, Word, Excel, and database systems	1,2,3
	Able to work and contribute effectively as part of a team	1,2,3
	Training	Willing to undertake continued professional development.
Demonstrate willingness to learn new skills and procedures and adapt to change		1,3
Qualifications	GCSEs in Maths and English	1
	Educated to A-Level standard or equivalent	1
Equality & Diversity	A commitment to equality and diversity with the ability to role model, adhere to and advocate the University's Equality and Diversity Policy.	1, 3
Other	Friendly and approachable	
	Resilient	1,3
	Must always present a professional image	3
	To observe the University's Equal Opportunities policy at all times	1

Desirable Criteria

Area	Criteria	Stage
Experience	Experience of working in Higher Education	1, 3
	Experience of working with disabled or potentially vulnerable customers	1,3
	Experience of working with people whose first language is not English	1,3
	Experience of working in a Student Services environment	1,3
Skills & Abilities	Previous experience with learning databases	1,3
	Excellent knowledge of Excel to manipulate data and produce statistical information	1,3
Qualifications	A customer service qualification	1, 3
	A flexible approach and willingness to work irregular hours as necessary	1,3

Conditions of Service

1 x Full-time Open-ended 1FTE

Salary will be on Administrative Services Job Family, Grade 4, Salary Band £23,700 - £27,181 per annum, pro-rata, 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>.

The University is committed to allowing its employees to work dynamically with a combination of working on campus and remotely, where possible. This role has been identified as a role that could work dynamically and if successful your manager will discuss these informal arrangements with you. Please note there is a general expectation that the successful candidate will spend the majority of time working on campus.

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/>