

Job Detail

(Overview, Role Detail and Person Specification)

Student Administration

Information Assistant: Customer Service (Grade 4)

2 posts - Fixed term to November 2023

(Ref:)

Role Title: Information Assistant

Reports To: Information Officer: Student Administration

Overview

Student Administration is part of the wider Directorate of Student Success, Administration and Support Services (DSSASS) which unites The Library, Student Experience & Support, Student Administration and School Operations as one team.

The Student Administration Team is responsible for managing the customer service, data, systems and processes which support the student experience from registration onwards. It also manages external reporting and management information reporting on our students, together with student number planning. The team is divided into Admissions, Customer Services, Student Data and Systems, Home Office Compliance and Timetabling and Examinations, each of which is led by a Head of Service.

Role Detail

Role Purpose

The Information Assistant will report directly to an Information Officer.

The Information Assistant will be based in the Customer Service Team working closely with other Information Assistants, undertaking administrative duties ranging from registration to graduation.

A training programme will be designed to equip the post holder with a general level of competence across the range of Student Administration processes. The allocation of resource to processes will depend on the peaks and troughs of demand in the academic cycle. During peak periods in the registration process, or graduation process, for instance, staff will have a greater resource allocation and focus in this area. This enables far greater flexibility and a more rewarding work environment.

The successful candidate will be able to demonstrate exemplary team working skills, a deep commitment to service excellence and the capacity to work flexibly and effectively with key delivery partners. They will be expected to demonstrate strong organisational and interpersonal skills, well developed personal management skills and to be creative, energetic, open and collaborative.

Responsibilities

- To work with the Head of Customer Service, Customer Service Managers, Information Officers and colleagues to develop and support operational delivery.
- To support operational performance of the processes and deal with all activities efficiently and effectively.
- To contribute to the development and improvement of the processes.

- To provide a high-quality service to internal and external customers and stakeholders.
- To provide advice and guidance to staff and students, of the University, and to external customers on matters concerned with policies and procedures relating to the processes.
- To develop a general competence across the range Student Administration teams and to work closely on business improvement.
- To ensure that student information systems are used to support the effective execution and improvement of the process.
- To service committees and working groups as appropriate.
- To assist with the administration and maintenance of Student Administration webpages.
- To assist with the general work of Student Administration, undertaking any such other clerical/ administrative duties as may be assigned.
- To participate in a planned programme of professional development in order to maintain growth in professional skills and knowledge.
- Perform any other duties appropriate to the grade as may be required by the Director of Student Administration.
- Bring to the attention of managers any matters relating to the health and safety of staff, students and visitors.
- Engage with the University's commitment to deliver value for money services that optimise the use of resources by maintaining a cost-conscious approach when undertaking all duties and aspects of the role.
- Promote equality and diversity for students and staff and sustain an inclusive and supportive study and work environment in accordance with University policy.
- Demonstrate and work within the Salford Behaviours in providing an excellent customer service experience.

This role detail is a guide to the work you will initially be required to undertake. It may be changed from time to time to meet changing circumstances. It does not form part of your Contract of Employment.

Person Specification

Qualifications

	The successful candidate should have:	Essential/ Desirable	Tested by* A, I, P, T
1	Good general education with minimum of 5 GCSEs or equivalent, to include Maths and English	Essential	A
2	Minimum of two years relevant office experience	Essential	A

Background & Experience

	The successful candidate should have:	Essential/ Desirable	Tested by* A, I, P, T
3	An understanding of the student journey from enquiry to graduation and associated administrative services, standards and processes	Essential	A, I
4	A demonstrable record of excellent customer service	Essential	A, I
5	Proven track record of working effectively within a team and on own initiative	Essential	A, I
6	Experience of contribution to process development	Desirable	A, I

Knowledge

	The successful candidate should have demonstrable knowledge of:	Essential/ Desirable	Tested by* A, I, P, T
7	Sound working knowledge of Student Information Systems, e.g., Banner, CMIS	Essential	A, I

Skills & Competencies

	The successful candidate should demonstrate:	Essential/ Desirable	Tested by* A, I, P, T
8	Excellent verbal communication skills and an excellent telephone manner	Essential	A, I
9	An excellent standard of written communication skills and attention to detail	Essential	A, I
10	A flexible approach and the ability to work in an open environment	Essential	A, I
11	Well-developed organisational and time management skills with the ability to work to deadlines	Essential	A, I

12	Excellent IT and word-processing skills particularly Word and Excel	Essential	A, I
13	Strong communication, relationship building and networking skills	Essential	A, I
14	Excellent interpersonal skills	Essential	A, I
15	Ability to work on own initiative and prioritise workloads	Essential	A, I, T

***A = Application form, I = Interview, P = Presentation, T = Test**