

JOB DESCRIPTION AND PERSON SPECIFICATION

Job Title: Student Centre Administrator

Accountable to: Assistant Head of Academic Registry

Contract Length: Permanent

Hours per week/FTE: 35 / 1.0

Weeks per year: 52

Salary: £29,358-£35,839

Grade: 3

College/Service: Central Saint Martins Academic Registry

Location: King's Cross

Purpose of Role:

Based in the busy Student Centre at Central Saint Martins, the Student Centre Administrator is the first point of contact for enquiries dealing with prospective, current and past students, staff and external organisations. The post holder will respond to and manage a wide range of enquiries and will provide information, advice, problem solve or escalate issues as required. In addition to their core duties the Student Centre Administrator will provide additional support to the Academic Registry team at key points in the year.

Duties and Responsibilities

- To provide a general information and reception service for student-facing services, referring visitors and telephone callers to the appropriate point of contact or specialist services. The reception service is the primary function of the role and as such the post hold will support the training and induction of new staff at the reception desk.
- To deal with enquiries from prospective, current and past students, University staff, external organisations, problem solving or escalating issues as required.
- To provide information and advice in respect of enquiries regarding admissions, course support and other queries students may have relating to their course or services provided within the College and University, keeping abreast of current developments, policy and procedures.
- Maintaining and updating of the Student Centre operations manual, detailing how all procedures are actioned on the desk.
- To identify where a student needs an urgent appointment with counselling/student services and to support the student in getting an appointment where it is not thought they are at risk.
- To log and receipt student work (assessment and portfolio submissions) and maintain associated systems including all late submissions and non-submissions, ensuring submitted work is distributed in compliance with University procedures.
- To coordinate the student letter request process, drafting appropriate correspondence for the relevant authorities, ensuring that students receive letter requests in a timely manner.
- To assist with the international student sign in process and be aware of the implications of Home Office rules and regulations as they apply to students and universities in order to advise students as appropriate.
- To work with HAR in providing timely updates to the CSM User guide in relation to the Student Centre functions.

- To sign post students to the appropriate Student Services through liaison with other key front-line staff in the University, maintaining up to date knowledge of the differences and purposes of both internal and external support services.
- To provide and present an induction session for new students at the start of term where requested and to promote the Student Centre at key events such as welcome week.
- As a member of staff in Academic Registry you will, from time to time, assist in other areas of the department's work in order to maintain required levels of service during University-wide Registry activities such as Graduation, Enrolment and forums/committees. This may require working temporarily at another site during these events.

General

- To perform such duties consistent with your role as may from time to time be assigned to you anywhere within the University.
- To undertake health and safety duties and responsibilities appropriate to the role
- To work in accordance with the University's Staff Charter and Dignity at Work Policy, promoting equality diversity and inclusion in your work.
- To undertake continuous personal and professional development, and to support it for any staff you manage through effective use of the University's Planning, Review and Appraisal scheme and staff development opportunities.
- To make full use of all information and communication technologies in adherence to data protection policies to meet the requirements of the role and to promote organisational effectiveness.
- To conduct all financial matters associated with the role in accordance with the University's policies and procedures, as laid down in the Financial Regulations.

Key Working Relationships: Managers and other staff, and external partners, suppliers etc; with whom regular contact is required.

- Assistant Head of Academic Registry
- Head of Academic Registry
- Programme Administration Managers
- Student Advice and Funding team / other Information Officer & Receptionist
- Other relevant University staff and students

Specific Management Responsibilities

Budgets: None

Staff: None

Other (e.g. accommodation; equipment): information area and publications

Person Specification Professional and Administrative Grade 3			Means of Testing A / T / I
E = Essential D = Desirable A = Application T = Test I = Interview	E √	D √	
Qualifications/Knowledge and Experience			
<ul style="list-style-type: none"> Has received education to at least A-level, or equivalent work experience. 	√		A / I
<ul style="list-style-type: none"> Has relevant experience within an academic environment, preferably at a higher education level. 	√		A / I
<ul style="list-style-type: none"> Experience of providing reception / administrative support in a caring profession, dealing with people, some of whom may be in distress, in person and by telephone. 	√		A
<ul style="list-style-type: none"> Relevant experience in own area of work and is able to work independently. 	√		A / I
<ul style="list-style-type: none"> Commitment to own development through effective use of the University's appraisal scheme and staff development process. 	√		A / I
<ul style="list-style-type: none"> Knowledge of student support issues for students in Further and Higher education, including students finance and immigration. 		√	A
Communication and Service Delivery			
<ul style="list-style-type: none"> Ability to provide routine oral and written information clearly and concisely and is able to understand and explain technical terms commonly in use in own area of work. 	√		A / I
<ul style="list-style-type: none"> Has experience of compiling own correspondence (producing letters and data entry), providing routine oral and written information clearly and concisely whilst paying strong attention to detail. 	√		A / I
<ul style="list-style-type: none"> Uses appropriate levels of IT skills to enable best use of available information and communications as necessary for the post. MS Office, Email, Intranet, Web/Internet/Electronic Diary Moodle, Web 2 Technologies / Text tools 	√		A
	√		A
<ul style="list-style-type: none"> Ability to maintain confidentiality and discretion. 	√		A / I
<ul style="list-style-type: none"> Ability to observe and maintain role boundaries with diplomacy and discretion. 	√		A / I
<ul style="list-style-type: none"> Involvement in internal or external networks, ensuring that accurate information is passed onto the most appropriate people in a timely fashion to improve working practices. 		√	A / I
<ul style="list-style-type: none"> Ability to maintain accurate and up to date knowledge of services available in own and related areas of work, ensuring that the experience of each customer is positive and satisfactory. 	√		A / I
<ul style="list-style-type: none"> Ability to contribute to the adaptation of services and systems to meet student /staff needs and helps to identify ways of improving standards. 	√		A / I
<ul style="list-style-type: none"> Ability to adapt and acquire new skills as necessary to provide effective front-line support within Academic Registry. 	√		A / I
Managing Resources			
<ul style="list-style-type: none"> Experience of working flexibly and efficiently as a member of a team, providing support, assistance and cover where needed. 	√		A
	√		A / I
<ul style="list-style-type: none"> Ability to create realistic plans to achieve own deadlines and objectives. 		√	A / I

<ul style="list-style-type: none"> Ability to contribute to the induction of new staff, providing training and instruction on own area of responsibility, also acting as a “buddy”/coach without waiting to be asked. 	√	A / I
Problem Solving		
<ul style="list-style-type: none"> Ability to distinguish between the need to make a decision and when to defer, also contributes to the decision making of others by providing relevant information and opinions. 	√	A / I
<ul style="list-style-type: none"> Ability to analyse problems to identify their cause, considering all possible solutions to identify those which offer wider benefits. 	√	A / I
Work Environment and Care		
<ul style="list-style-type: none"> Ability to undertake health and safety duties and responsibilities appropriate to the post. 	√	A / I
<ul style="list-style-type: none"> Commits to the University’s Equal Opportunities Policy together with an understanding of how it operates within the responsibilities of the post. 	√	A / I
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Teaching and Learning Support		
<ul style="list-style-type: none"> Experience of providing basic and introductory information, for example demonstrating accurately the use of simple equipment or technique, outlining procedures clearly and checking levels of understanding. 	√	A / I

**Means
of
Testing
A / T / I**