

JOB DESCRIPTION AND PERSON SPECIFICATION

Job Title: Lead Administrator Assessment and Appointments Officer – Full time, Extended Opening Hours Post

Salary: £33,090 - £42, 822

(Normal working week for this post is Mondays to Saturdays)

Grade: 4

Location: 272 High Holborn

Accountable to: Head of Counselling, Health Advice and Chaplaincy

College/Service: Counselling, Health Advice and Chaplaincy. Within the portfolio of the Dean of Students

Purpose of Role:

To be the first port of call for distressed students and/or staff seeking assistance for students, to triage and obtain initial information to decide whether an appointment is necessary or if an urgent appointment is required.

To provide lead administrative support for the Counselling, Health Advice and Chaplaincy.

To work closely with other Administrative post holders in Student Services and with line managers developing and working to a departmental administrative strategy; take lead responsibility for developing record keeping data and systems of the Counselling and Health Advice Service.

To provide administrative support for extended opening hours appointments on Saturdays (during term time).

To be part of the Student Centre Helpdesk team – providing detailed information to student and staff enquirers, reception and booking duties.

Duties and Responsibilities

- To develop and maintain administrative systems and processes to ensure responsive service delivery.
- To coordinate administrative activities within the Counselling, Health Advice and Chaplaincy.
- To make appropriate appointments for the Counselling and Health Advice team, including bookings for the workshop programme. Undertaking all necessary and associated communication and administrative tasks.
- To assist in the implementation and overseeing of computer and paper-based record keeping, and archiving systems as appropriate.
- To assist in the implementation and overseeing of statistical and database systems as appropriate, working with team members to ensure data quality and completeness.

- To assist managers with extracting statistical information for management reports, annual reports and other reports, including Freedom of Information requests and liaising with the Data Protection Officer as required.
- To administer student satisfaction and evaluation systems.
- To maintain confidential, accurate and up to date records and diaries as required.
- To update and develop the Counselling and Health Advice web and intranet pages..
- To undertake routine financial systems tasks - processing incoming invoices, adding new suppliers etc.
- To be a participative member of the Counselling, Health Advice and Chaplaincy Team and within the University's wider student services, contributing to the development of initiatives, planning and organising of Student Wellbeing events and staff training requests.
- To deal with enquiries from prospective, current and past students, University staff, external organisations and members of the public.
- To provide information and advice in respect of initial enquiries on student counselling and health advice issues and all the services within Student Services.
- To liaise with staff within the University of Arts London and with external agencies as appropriate.
- To promote Student Services provision through liaison with other staff in the University.
- 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 work in accordance with the University's Equal Opportunities Policy and the Staff Charter, promoting equality and diversity in your work
- To undertake continuous personal and professional development through effective use of the University's Planning, Review and Appraisal scheme and staff development opportunities
- To undertake health and safety duties and responsibilities appropriate to the role
- 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.
- To perform such duties consistent with your role as may from time to time be assigned to you anywhere within the University

Key Working Relationships: Managers and other staff, and external partners, suppliers etc; with whom regular contact is required.
Student Services including Student Advice and Funding and Disability Service

Person Specification	
Specialist Knowledge/ Qualifications	<p>Is educated to Degree standard or equivalent.</p> <p>Provides routine oral and written information clearly, concisely and sensitively.</p> <p>Understands technical terms commonly in use in Student Services work to students, staff and external enquirers.</p> <p>Observes and maintains confidentiality and role boundaries with diplomacy and discretion, with an understanding of the different requirements within the provision of services.</p> <p>Maintains accurate and up-to-date knowledge of both detailed regulatory information and of services available in Student Services and related areas of work.</p> <p>Contributes to the adaptation of services and systems to meet customers' needs and helps to identify ways of improving standards both in customer service and administrative support delivery.</p>
Relevant Experience	<p>At least 5 years' experience of providing administrative support in a caring provision, dealing with people, some of whom may be in distress, in person and by telephone.</p> <p>Operates to a service code of practice with particular dealing with sensitive personal information and maintaining confidentiality.</p> <p>Establishes basic facts by carrying out appropriate enquiries, identifying and using a range of sources and types of data to produce full and accurate reports and or accounts of situations</p> <p>Works in Student Services provision in Higher or Further Education.</p> <p>Manages electronic diaries and using database system for record keeping.</p> <p>Develops and maintains data systems, working with colleagues to ensure data completeness.</p> <p>Extract and organise information from database to generate statistical reports of service usage, trends and to meet Freedom</p>

	<p>of Information requests.</p> <p>Contributes to the adaptation of services and systems to meet customers' needs and helping to identify ways of improving standards both in customer service and administrative support delivery.</p>
Communication Skills	Communicates effectively orally, in writing and/or using visual media
Planning and Managing Resources	Plans, prioritises and organises work to achieve objectives on time
Teamwork	Works collaboratively in a team and where appropriate across or with different professional groups
Student Experience or Customer Service	Provides a positive and responsive student or customer service
Creativity, Innovation and Problem Solving	<p>Uses initiative or creativity to resolve problems</p> <p>Analyses problems to identify their causes, considering all possible solutions to identify those which offer wider benefits.</p> <p>Distinguishes between the need to make a decision and when to defer to other.</p> <p>Contribute to the decision making of others by providing relevant information and opinion.</p>

The application form sets out a number of competence questions related to some of the following selection criteria. Shortlisting will be based on your responses to these questions. Please make sure you provide evidence to demonstrate clearly how you meet these criteria.

Last updated: January 2016