

<b>JOB DESCRIPTION</b>	
<b>Job title:</b>	<b>Student Opportunities Administrator</b>
<b>Reports to:</b>	<b>Societies Coordinator</b>
<b>Department:</b>	<b>Student Opportunities</b>
<b>Direct Reports:</b>	<b>N/A</b>
<b>Revision Date:</b>	<b>November 2019</b>
<b>Job Purpose</b>	
<p>The Student Opportunities Administrator will be responsible for the support functions of the Student Opportunities Department, ensuring the delivery of key processes, developments and initiatives. Including but not limited to developing and applying our financial processes, room bookings, catering, society re-registration support, on line representation, meeting and workshop calendar support, training, events and awards administration.</p> <p>This is a collaborative role which sits at the centre of the Student Opportunities Team and will contribute to our overall objective of providing all students access to diverse, inclusive and innovative activities and developments, in order to enhance their student experience.</p> <p>The Student Opportunities team sits within the wider Membership Engagement and People Development Directorate at the Students' Association (which also includes People and Development, The Advice Place and the Representation and Democracy team), and works collaboratively with colleagues in relation to a number of events, initiatives and activities related to student support and development.</p>	
<b>Key Responsibilities</b>	
<p><b>Main Duties</b></p> <ul style="list-style-type: none"> <li>• Contribute to the Student Opportunities Department agreed team goals.</li> <li>• Work alongside the team to ensure a high standard of customer service to students involved in student activities and maintain a positive and calm attitude at all times.</li> <li>• Review, develop and maintain financial systems supporting the work of the Student Opportunities Department, in partnership with the wider teams.</li> <li>• Provide comprehensive administrative support to the Student Opportunities team and wider projects.</li> <li>• Work with Information Services and relevant stakeholders to develop the online tools which support our work for example LEARN area, training modules etc.</li> <li>• Act as lead contact to the Conference and Events team, including coordinating provision of rooms and catering for the Department.</li> <li>• Work closely with the Student Opportunities Team to find new and creative ways to administer the work of the Department.</li> <li>• Maintain Student Group contact details –i.e. contact sheets, dotmailer, MSL, Artifax etc.</li> <li>• Work as part of a team to ensure the successful development and implementation of Student Opportunities processes and procedures, including annual block booking, applications for new Student Groups and funding applications.</li> <li>• Provide day to day administrative support to the Student Opportunities Team.</li> <li>• Work as part of the Student Opportunities Team to ensure a full service is provided at all times, providing cover as necessary.</li> </ul>	



**Finance and Resource Management**

- Work with the MSL System to manage Student Group banking and payment processing, in partnership with the wider team.
- Work with the team to ensure cover for key finance processes.
- Processing BACs Payments.
- Managing Student Group cash deposits.
- Undertake invoicing and administer payments from relevant funds such as the Peer Support, Fund, Global Community Fund and the Development Fund among others.

**Training, Workshops and Events**

- Lead on all administrative aspects of Student Opportunities training, workshops, networks and events including sign ups, managing queries, updating Learn pages, allocating groups, printing, booking rooms, catering, equipment, logging attendance, timetabling any follow up sessions and bringing together a clear list of when and where local activity is taking place.
- Lead on the planning and organisation of the Student Workshop Calendar (not delivery), in collaboration with the wider team.
- Provide practical administrative support as part of a team, to enable the successful delivery of key annual events for societies, international, peer learning and support and volunteering – including Fairs, Awards and other events, Give it a Go week etc.
- Support team meetings including collecting items and writing up agendas, taking notes, booking venues and keeping the team updated on relevant developments.

**Planning, Organising and communications**

- Responsibility for collating and distributing Departmental communications such as key emails and newsletters, in consultation with the wider team.
- Dealing with general staff and student enquiries, sharing updates, answering queries from the website and formatting relevant documents.
- Offering local administrative support to students when needed.

**Quality Assurance & Evaluation:**

- In conjunction with relevant staff, support Student Groups to submit their Annual Reports as part of their hand over and sustainability.
- Lead on the collation and processing of attendance and satisfaction data from relevant Student Groups.

**Marketing and Communications**

- Work with the Students' Association Marketing and Communications team and Events team to ensure Student Opportunities activities are well marketed and supported.
- Encourage Student Groups to self-promote via the development of a robust web presence, including arranging access to website and related training.
- Work with the wider Student Opportunities Team to ensure regular effective communication with Student Groups, including newsletters and social media.

**Other shared responsibilities/expectations:**

- Follow in-house recording procedures and ensure all records are appropriately maintained.

- Take part in relevant appraisals and development opportunities, and run appraisals for line-managed staff.
- As a member of the Student Opportunities team, the Student Opportunities Administrator will participate in relevant departmental, Association-wide and University meetings and events.
- Any other appropriate duties as reasonably required by your Line Manager, Departmental Manager or Senior Management.

#### **Key Relationships**

- Head of Student Opportunities
- Student Opportunities team
- Relevant staff within the University
- Student Leaders and Committee members
- Membership Support and People Development Teams
- Sabbatical Officers and other elected representatives
- External stakeholders, including University academic, administrative and support staff.

#### **OTHER:**

- The Student Association's overall ambition is that 'By 2025, we will be a high performing students' union, valued by our members, delivering outstanding support and services for a vibrant, well-rounded time at university' Our staff are essential to fulfilling this ambition.
  - A commitment to the delivery of the Students' Association's Strategic Plan through the implementation of departmental plan activities.
  - A positive and respectful attitude to all Students' Association staff, its management, the organisation as a whole, and its members, clients and partners.
  - Ensure that every student, staff member or visitor using any of our services has the best possible experience of that service and of the Students' Association as an organisation.
  - Adhere to and support Students' Association's Ethical, Environmental and Health and Safety policies and procedures.
  - A commitment to training and development of self and others.
- Any other appropriate duties as reasonably required by your line manager, Departmental manager or Senior Management.

<b>PERSON SPECIFICATION</b>		
<b>Job title:</b>	<b>Student Opportunities Administrator</b>	
<b>Person Summary</b>		
A confident and experienced administrator with excellent communication and interpersonal, organisational and IT skills. The postholder will have a proven track record of providing both administrative, financial and operational support to teams. A student focused individual with a consistently professional approach to their duties and keen attention to detail. A person with high expectations of themselves and others, who takes pride in their work and that of their team.		
<b>Required Experience</b>	<b>Essential</b>	<b>Desirable</b>
Held an administrative position	X	
Developed and implementing financial systems	X	
Dealt with complex and competing customer demands	X	
Managed own workload	X	
Formed strong and lasting relationships with whom you work	X	
Events management		X
Produced publicity and information materials, including online resources		X
Worked in a university setting		X
Used online banking systems		X
<b>Functional Skills and Knowledge</b>	<b>Essential</b>	<b>Desirable</b>
Strong organisational and administrative skills with the ability to work independently, managing competing priorities and planning appropriately	X	
Excellent IT skills, including proficiency in the use of Microsoft Office, particularly Excel	X	
Demonstrable ability to deal with sensitive information in an impartial, professional and confidential manner.	X	
Ability to work both as part of a team and independently, without direct supervision	X	
Excellent written and spoken communication skills	X	
Flexible and adaptable, in relation to workload management	X	
An understanding of the importance of quality assurance and evaluation.	X	
A basic knowledge of the Higher Education system and current academic and welfare issues		X
<b>Training and Qualifications</b>	<b>Essential</b>	<b>Desirable</b>
Relevant qualifications relating to an administrative role		X

<b>Shared Competencies</b>	
<p>The Students' Association's competency framework describes the key behaviors you need to demonstrate in this role. The main facets for each of these competencies are described below. Within the competency structure, this is a <i>Level 2</i> position</p>	
<b>Customer Focus</b>	<p>Understands the needs of our customers, and actively seeks ways to improve service delivery Collects customer feedback and ensures it is acted upon</p>
<b>Delivering Results</b>	<p>Understands what is expected of them and reviews and adapts personal objectives to deal with changing priorities Strives for continuous improvement in their own personal performance</p>
<b>Initiative &amp; Creativity</b>	<p>Actively embraces new ideas and ways of working, and seeks opportunities to develop both short and long term improvements Encourages others to think about fresh ideas /approaches</p>
<b>Knowledge &amp; Skills Development</b>	<p>Actively seeks opportunities for professional development, based on personal strengths and weaknesses Applies knowledge and skills to support the achievement of the Students' Association's long term goals</p>
<b>Communicating Effectively</b>	<p>Communicates effectively, and in an appropriate way for the audience. Shares own expertise effectively, and actively seeks the views of others</p>
<b>Teamworking</b>	<p>Involves others to ensure that diverse views, experiences and ways of working are encouraged. Takes time to support others, and to help them develop their skills</p>
<b>Our Principles</b>	
<p>Our Principles guide our strategy, inform our everyday decisions and influence our behaviour, both as an organisation and as individuals representing the Students' Association.</p> <ul style="list-style-type: none"> <li>• Student Led – prioritise work and services that matter to students</li> <li>• Power to Change – be strong representatives, campaigning for students</li> <li>• Diverse student communities – a sense of belonging for all</li> <li>• Open and Helpful – in our communications and interactions</li> <li>• Collaboration – harnessing the benefits of working together</li> <li>• Ethically and Environmentally responsible – conscious of our impact</li> <li>• Social Enterprise – trading, with multiple benefits for our members</li> </ul>	