

Job Description

Job Title:	Student Experience Administrator (21 hours a week over 5 days)		
Department:	Student Experience	Location:	Any UHI North, West and Hebrides Campus
Grade:	NSUP 9-12 (£25,875 - £27,431) pro rata		
Report To:	Head of Student Experience		

Purpose

The Student Experience Administrator is responsible for providing effective and dedicated administrative support within the student experience department. The post holder will work closely with the Head of Student Experience and the managers within the department to support the delivery of an excellent student experience, high learner satisfaction and successful student outcomes.

Context

The role requires a high level of proactivity and strong organisational and accuracy skills as well as an ability to communicate and engage with staff and students.

The post holder will have access to confidential and sensitive information and must therefore maintain confidentiality and be able to deal with sensitive matters appropriately using sound judgement.

Duties and responsibilities

The following duties and responsibilities are intended to give a broad indication of the variety of tasks the post holder may be asked to undertake. It should be noted that a job description is not an exhaustive list of activities, and staff may be asked to carry out other duties commensurate with the level of the post. The job description may also be amended to take account of changed circumstances, and staff will be consulted when this is necessary.

- Provide an effective, high quality and timely administration service for student experience whilst operating alongside other functions
- Support the coordination, facilitation and tracking of activities and processes specific to the student experience department e.g. induction, enrolment, and graduation
- Support learning support officers and workers in collating Additional Assessment Arrangements
- Request and gather appropriate data for reporting and analysis
- Produce regular Metis reports for students declaring a support need or in a Priority Group, make initial contact and set up Personal Learning and Care Experienced Support Plan appointments.
- Accurately record students who decline support
- Keep the Student Experience calendars up to date with key dates, for example Assessment dates
- Support with the Administration of Graduation planning and events.
- Support the Student Funding Officers and Learning and Development Workers to ensure student attendance is up to date for Student Awards to be made on time and Attendance and Engagement forms are returned.
- Support meetings by preparing agendas and attending to take minutes/action notes
- Support with the Administration of Induction Planning across the college
- Update SharePoint pages as required
- Support the Learning Resource and Information Assistants with the recovery of stock
- Support and promote information to students and staff on the Highlands and Islands Student Association, Student Voice Representatives and Campaigns
- Support the administration of shared mailboxes

Terms and Conditions

This post is governed by Support Staff terms and conditions, which are subject to collective bargaining processes.

General

- Proactively contribute to own personal development and supporting the wider sustainability of UHI North, West and Hebrides;
- Contribute to UHI's climate, biodiversity, and sustainability goals, including net-zero by 2040;
- Ensure consistency and equality at all times and proactively engage in UHI North, West and Hebrides values of trust, integrity and excellence.
- Ensure the health and safety of self and others and compliance with safeguarding, data protection requirements and all college policies;
- Work collaboratively with colleagues to ensure a whole college focus and approach

Appendix:

Personal Attributes Framework Leadership – Providing direction, inspiration and encouragement to others

- Acts with confidence guiding the activities of colleagues, students and/or visitors
- Demonstrates a positive attitude to new ways of working and when faced with difficult situations
- Understands importance of having a strong sense of purpose and common goal
- Understands how own role contributes towards meeting organisational goals
- Takes responsibility and is accountable for own actions
- Is able to objectively assess own strengths and limitations
- Delivers a friendly and professional service to learners, customers and staff
- Reflects positively on feedback and responds proactively
- Ensures colleagues and line managers are kept informed of activities
- Listens effectively and shows empathy to others' needs and feelings

Teamworking/Communication – Working with others in a constructive and supportive way to achieve goals and manage change

- Gives guidance and support to colleagues when it is needed
- Asks for and accepts help when needed
- Readily shares information, knowledge and expertise within own teams and across teams
- Establishes effective working relationships inside and outside the college
- Is polite, tolerant and patient, treating all with dignity and respect
- Helps others to learn through encouragement and feedback
- Works collaboratively with team and other functions to achieve a successful outcome
- Listens to and respects others' views and opinions

Performance – Managing performance of teams across the college and creating development opportunities

- Seeks ways to improve own learning and self-development
- Takes responsibility for managing own time and area of work
- Seeks clarity when uncertain about information/instruction
- Prioritises workload and is able to deal with changing requirements
- Takes personal responsibility to ensure continuous professional development of skills and knowledge
- Seeks and analyses feedback and takes positive action
- Keeps customers updated on progress
- Aims to deliver agreed targets to timescale
- Manages customer expectations diplomatically and tactfully
- Pursues service excellence in line with college vision, commitments and standards
- Takes responsibility for following through on customer enquiries
- Supports and promotes a customer focused culture.

Person Specification

Criteria	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> A minimum qualification of SCQF Level 6 in an appropriate area. 	<ul style="list-style-type: none"> HNC in an appropriate area
Experience	<ul style="list-style-type: none"> Previous experience of working in a professional office environment Experience of working as part of a team Experience of using Microsoft Excel in an office environment 	<ul style="list-style-type: none"> Working in an academic setting
Knowledge & Skills	<ul style="list-style-type: none"> Excellent administrative skills and adaptable to a wide range of computer systems High standard of digital literacy and accuracy Attention to detail Excellent customer service and communication skills Good organisation skills Evidence of recent CPD activity 	
Personal Qualities*	<ul style="list-style-type: none"> The ability to multitask and prioritise where necessary Enjoys a challenging workload The ability to work in a busy environment Will work well in a geographically dispersed department Good at problem solving Excellent timekeeper Positive work attitude Confidentiality Ability to act as ambassador for the College in high level external contexts Also: see personal attributes framework 	<ul style="list-style-type: none"> The ability to thrive on change
Other	<ul style="list-style-type: none"> Commitment and ability to undertake and/or continue professional development in a relevant discipline Clean driving licence Be willing to work flexible hours when necessary to meet requirements of the post Be willing to regularly travel on College business, between centres, UHI and within Scotland Satisfy appropriate Disclosure Scotland checks 	

*Please note that the personal qualities, whilst desirable, will not be considered when shortlisting in line with the essential criteria for the role.

KEY TERMS AND CONDITIONS OF EMPLOYMENT

Hours of Work	This post is for 21 hours per week but you may be required to work additional hours to meet service requirements. The normal full-time working week is one of 35 hours.
Duration	This a part-time, permanent post.
Salary	The salary for this post is on Support Scale Point 9-12, (£25,875-£27,431 per annum) pro-rata
Holidays	33 days in a full year plus 12 public/general holidays, pro-rata for part-time workers.
Location	The position will be based at any of our UHI North, West and Hebrides Campuses, but you may be required to work in any campus of UHI North, West and Hebrides.
Pension	You will be contractually enrolled into the Local Government Superannuation Scheme. Further details are available upon appointment.
References/Medical Assessment/ PVG Check	For external candidates' appointment will be subject to references and a PVG check, which will be taken up after an offer has been made.

UHI North, West and Hebrides, an equal opportunities employer, is a registered charity which exists to provide Further and Higher education.

