**Further Information on groupings of staff in Student Services Delivery teams**

Staff in Student Services Delivery are allocated to teams based on areas of work. The following document provides more information on how these groups map to areas of the student journey and provides examples of tasks which may be undertaken by members of each team.

We applied the concept of major and minor roles within Student Services Delivery. All staff are attached to one major team, which makes up the majority of their role. However we also allocate minor roles in other areas of work. In addition, local operation arrangements have been agreed for teams to undertake a task on behalf of another team (for example a programmes team undertaking recommendations processing, typically an assessments team task), as a result of local resourcing requirements. This helps provide breadth to the Student Services teams and also the opportunity for staff to experience other areas of their team’s work.

Location is not the determining factor in assigning major or minor roles, it is noted that School Located teams will often perform a selection of tasks across Programme Administration, PPM and Assessment as agreed with their manager. This document will help provide the starting point for these discussions.

Most staff should be involved in Front of House activities at some point, however a small team in each Service Centre will have this as their major role. The groups are as follows:

<table>
<thead>
<tr>
<th>Team Groupings</th>
<th>Student Journey Area</th>
</tr>
</thead>
<tbody>
<tr>
<td>Programme Administration</td>
<td>Customer Service, Get Ready, Registration &amp; Induction, Curriculum, Timetabling, Course(Module) Enrolment, Student Record Management, input to Management &amp; Operational Reporting,</td>
</tr>
<tr>
<td>Assessment</td>
<td>Customer Service, Assessment Support and Feedback, Examinations, Progression &amp; Award, Graduation, input to Management &amp; Operational Reporting</td>
</tr>
<tr>
<td>Front of House</td>
<td>Customer Service, Support delivery in the student facing area of the Service Centre. Will include support/signposting of students to most areas of the Student Journey, including Immigration, Student Accommodations &amp; Support, Funding, Fees &amp; Payments</td>
</tr>
<tr>
<td>Placements, Partnerships, Mobility (PPM)</td>
<td>Customer Service, Third Party Relationships, Student Record Management, input to Management &amp; Operational Reporting</td>
</tr>
<tr>
<td>PGR</td>
<td>Customer Service, Enquiries and Admissions (Local/Specialist), Get Ready, Registration &amp; Induction, Curriculum, Student Record Management, input to Management &amp; Operational Reporting, Assessment Support and Feedback, Examinations, Progression &amp; Award, Graduation</td>
</tr>
<tr>
<td>Welfare</td>
<td>Customer Service, Student Appointments, Preventative work, Student case paperwork and administration, liaison with specialist services eg Accommodations &amp; Support, Counselling, Mental Health team, Security</td>
</tr>
</tbody>
</table>

See [Welfare Roles – Additional Information 24-11-17 SM-N](#) for further details.

Teams follow processes designed and developed by SS Development. Further information on Standard Operating Procedures will be maintained on workspace [https://workspace.nottingham.ac.uk/display/StudentServicesSOP](https://workspace.nottingham.ac.uk/display/StudentServicesSOP)
This list is not exhaustive, but describes some of the tasks that you may be involved in if programme administration is your major or minor role.

Customer service

- Answer queries via from students, academics and other colleagues via email, phone, email or CRM
- Provide a high level of support for students, academics and other colleagues by answer queries in a timely, helpful and friendly manner reflecting the values of Student Services
- Take ownership of queries from students, academics and other colleagues by ensuring appropriate conclusion or hand-off is actioned and communicated back
- Use Student Services etiquette and University of Nottingham branding in all customer service interactions, which includes; always wearing Student Services lanyard, always using a full email signature with contact details, clearly answer phone calls with name and department, and conveying a professional image to customers
- Support Student Services wide events i.e. Graduation and Registration
- Act on and respond to feedback from students, academics and other colleagues, take up opportunities for involvement in Communities of Practice, to continually improve customer service
- Liaise with colleagues across Student Services in a helpful and professional manner, being prepared to assist other teams with their duties when required to ensure successful delivery of student support

Get Ready, Registration & Induction

- Send out School-specific information regarding pre-arrival/induction to students
- Maintain Schools’ pre-arrival content and any induction materials
- Support Schools in planning and delivering Welcome Week induction programmes

Curriculum

- Communication with Service Development and School over the curriculum calendar and deadlines
- Liaise with Schools over curriculum structure and content and offer advice about simple curriculum matters, escalating more complex matters to Curriculum Team
- Maintain curriculum data in Campus Solutions and support Schools with major and minor changes

Timetabling

- Communicate with Service Development and Schools over the timetabling calendar and deadlines
- Liaise with Schools over timetabling and offer advice about simple timetabling matters, escalating more complex matters to Timetabling Team
- Enter teaching requirements into WDC (Web Data Collector) or other system on behalf of Schools
- Check draft timetables with Schools
- Act as a conduit between Schools and Timetabling Team
- Communication with students about accessing their timetables and respond to queries

Course (Module) Enrolment
• Communicate with Service Development and Schools over the course enrolment calendar and deadlines
• Liaise with Schools over course enrolment process
• Communicate with students about the course enrolment process and respond to queries and issues
• Check Campus Solutions and timetable reflects student course choice and resolve any issues

Student Record Management

• Maintain relevant parts of the student record on Campus Solutions
• Support the change of circumstances processes
• Communicate with students and respond to queries and issues
• Work with School on attendance monitoring process
• Support Schools with allocation of Tutors
• Support Schools in setting up SET/SEM questionnaires
• Support Schools with Maintain handbooks and programme materials
• Register students on to Moodle
• Support student registration
• Ensure any cases requiring QSC approval are actioned

Input to Management & Operational Reporting

• Ensure accurate student data is available to Schools and Departments as required e.g. Annual Monitoring, KIS, HESA
This list is not exhaustive, but describes some of the tasks that you may be involved in if assessments is your major or minor role.

Customer service

- Answer queries via from students, academics and other colleagues via email, phone, email or CRM
- Provide a high level of support for students, academics and other colleagues by answer queries in a timely, helpful and friendly manner reflecting the values of Student Services
- Take ownership of queries from students, academics and other colleagues by ensuring appropriate conclusion or hand-off is actioned and communicated back
- Use Student Services etiquette and University of Nottingham branding in all customer service interactions, which includes; always wearing Student Services lanyard, always using a full email signature with contact details, clearly answer phone calls with name and department, and conveying a professional image to customers
- Support Student Services wide events i.e. Graduation and Registration
- Act on and respond to feedback from students, academics and other colleagues, take up opportunities for involvement in Communities of Practice, to continually improve customer service
- Liaise with colleagues across Student Services in a helpful and professional manner, being prepared to assist other teams with their duties when required to ensure successful delivery of student support

Assessment Support and Feedback

- Support the Extenuating Circumstances process, including administration of EC panels and provision of appropriate advice to Schools and students
- Make appropriate arrangements for assessment submission –Moodle or paper copy – including Moodle / Turnitin drop box administration and communication of deadlines to students
- Liaise with academic colleagues regarding requirements and deadlines for marking
- Collate marks, applying late penalties and entering marks on required system
- Ensure release of results to students by published date
- Support the Academic Misconduct process, including administration of Academic Misconduct meetings and provision appropriate advice to Schools and students

Examinations

- Communicate with Service Development and Schools over the examination timetabling calendar and deadlines
- Liaise with Schools over examination timetable and offer advice about simple exam timetabling matters, escalating more complex matters to Examinations Team
- Check draft timetables with Schools
- Act as a conduit between Schools and Examinations Team
- Communication with students about accessing their examination timetables and respond to queries
- Liaise with academic colleagues to ensure examination papers are received, correctly formatted and approved
- Liaise with External Examiners on approval of examination papers
- Ensure approved papers are received and sent to Examinations Team by deadlines
• Liaise with academic colleagues regarding requirements and deadlines for marking
• Collate marks and enter on required system
• Ensure release of results to students by published date

Progression & Award
• Maintenance of accurate records to enable smooth and efficient running of Examination Boards
• Servicing of Examination Boards
• Liaise with External Examiners on sampling of student work and Exam Board attendance
• Communicate outcomes of Examination Boards to students
• Ensure any cases requiring QSC approval are actioned

Graduation
• Maintenance of accurate records to enable graduating population to be identified
• Liaison with Graduation team on planning, preparation and delivery of ceremonies
• Support the administration of proceedings for Graduation ceremonies
• Support the inter ceremony graduation process

Input to Management & Operational Reporting
• Ensure accurate student data is available to Schools and Departments as required e.g. Annual Monitoring, External Examiner fee payment, KIS, HESA
• Provide information to assist Schools with award of prizes to students
• Liaise between Development and Schools on the completion of Progress Reports required by Sponsors
Front of House

Customer Service, Support delivery in the student facing area of the Service Centre. Will include support/signposting of students to most areas of the Student Journey, including Immigration, Student Support, Funding, Fees & Payments

This list is not exhaustive, but describes some of the tasks that you may be involved in if front of house is your major or minor role.

Customer service

- Answer queries via from students, academics and other colleagues via email, phone, email or CRM
- Provide a high level of support for students, academics and other colleagues by answer queries in a timely, helpful and friendly manner reflecting the values of Student Services
- Take ownership of queries from students, academics and other colleagues by ensuring appropriate conclusion or hand-off is actioned and communicated back
- Use Student Services etiquette and University of Nottingham branding in all customer service interactions, which includes; always wearing Student Services lanyard, always using a full email signature with contact details, clearly answer phone calls with name and department, and conveying a professional image to customers
- Support Student Services wide events i.e. Graduation and Registration
- Act on and respond to feedback from students, academics and other colleagues, take up opportunities for involvement in Communities of Practice, to continually improve customer service
- Liaise with colleagues across Student Services in a helpful and professional manner, being prepared to assist other teams with their duties when required to ensure successful delivery of student support

Support delivery in the student facing area of the Service Centre

- Support student registration
- Take information and items from students on behalf of other areas of Student Services (eg copies of passports, assignment submission, document checks)
- Provide information and products to students on behalf of other areas of Student Services (eg letters produced by Documents team, assignment return)
- Take payments from students
- Record outcomes of interactions with students following agreed processes (eg use of CRM)
- Make appointments for students with specialist services following agreed processes (eg calendar management)
- Liaise with specialist teams on use of space in Service Centres and provide welcome service to students with appointments
- Liaise with other team members on needs of Service Centre at peak times
- Be involved in queue busting at peak times

Support/signposting of students to most areas of the Student Journey, including Immigration, Student Support, Funding, Fees & Payments and other University departments

- Understand student needs and enquiries and provide informed and professional signposting
- Make contact with another service on behalf of a student when required
- Research and understand the services available to students, to be able to advise appropriately
This list is not exhaustive, but describes some of the tasks that you may be involved in if PPM is your major or minor role.

*It is important to note that this area of work has the widest variety and is highly dependent on the subject area of the School supported.*

**Customer service**

- Answer queries via from students, academics and other colleagues via email, phone, email or CRM
- Provide a high level of support for students, academics and other colleagues by answer queries in a timely, helpful and friendly manner reflecting the values of Student Services
- Take ownership of queries from students, academics and other colleagues by ensuring appropriate conclusion or hand-off is actioned and communicated back
- Use Student Services etiquette and University of Nottingham branding in all customer service interactions, which includes; always wearing Student Services lanyard, always using a full email signature with contact details, clearly answer phone calls with name and department, and conveying a professional image to customers
- Support Student Services wide events i.e. Graduation and Registration
- Act on and respond to feedback from students, academics and other colleagues, take up opportunities for involvement in Communities of Practice, to continually improve customer service
- Liaise with colleagues across Student Services in a helpful and professional manner, being prepared to assist other teams with their duties when required to ensure successful delivery of student support

**Student Support**

- Run workshops and drop-ins for students
- Respond to student queries about placements
- Signpost students to Careers – where to find opportunities, conventions for applications
- Create materials, design and deliver training on placements and mobility
- Hold individual meetings with students before and during placements, these can include monthly check-ins
- Approve module choices for outgoing study abroad students
- Assess if a student needs additional requirements whilst on placement (e.g. disabled access) and refer them to Disability Support for further assessment and then ensure placement provider is compliant with recommendations
- Collate and send student applications (CVs and cover letters) to placement providers for review, setting up interviews where required, providing feedback to students on their applications
- Provide welfare support for students in the preparation of and during placements and offer gateway to specialist support for those students
- Crisis management of students on placement
- Organise social events for returning mobility students/those due to go out on exchange/current Erasmus students
- Interview outgoing exchange students as part of application to study abroad
- Organise and attend debrief meetings with returning exchange students
- Support and advise students in their selection of and attendance on elective placements
- Sign Learning Agreements/Arrival + Departure certificates for current Erasmus students
Student Record Management

- Ensure paperwork is in place for students on placement or mobility students – student placement agreement, contract
- Maintain records of students on placements; can include numbers, location, audit, mentor information, outcome
- Maintain attendance monitoring records for students currently studying abroad
- Work alongside Office for Global Engagement on processes for Exchange and Mobility students
- Liaise with Careers on opportunities for and policies about student placements, delivery of pre- and post-placement workshops for students and attendance at Welcome Meetings
- Support relevant School’s placement and employability programmes

Input to Management & Operational Reporting

- Ensure accurate and up to date information can be provided to Schools and Departments on student attainment, progression and/or attendance on placement

Third Party Relationships - extent of Student Services involvement in this area varies between teams

- Research and set up new links with overseas institutions / placement providers.
- Establish, manage and maintain new partnerships with overseas institutions / placement providers
- Meet with representatives from third parties
- Ensure all relevant paperwork is in place with the placement provider – this can include host agreements, contracts, health and safety agreements, risk assessments, audit documentation
- Support placement providers - this can include monthly check-in to ensure everything is running smoothly and respond to any issues/concerns and annual review of work placement opportunity action any changes to be made for next year
- Maintain accurate records of overseas institutions / placement providers, to PSRB requirements where appropriate
This list is not exhaustive, but describes some of the tasks that you may be involved in if PGR is your major or minor role.

Customer service

- Answer queries via from students, academics and other colleagues via email, phone, email or CRM
- Provide a high level of support for students, academics and other colleagues by answer queries in a timely, helpful and friendly manner reflecting the values of Student Services
- Take ownership of queries from students, academics and other colleagues by ensuring appropriate conclusion or hand-off is actioned and communicated back
- Use Student Services etiquette and University of Nottingham branding in all customer service interactions, which includes; always wearing Student Services lanyard, always using a full email signature with contact details, clearly answer phone calls with name and department, and conveying a professional image to customers
- Support Student Services wide events i.e. Graduation and Registration
- Act on and respond to feedback from students, academics and other colleagues, take up opportunities for involvement in Communities of Practice, to continually improve customer service
- Liaise with colleagues across Student Services in a helpful and professional manner, being prepared to assist other teams with their duties when required to ensure successful delivery of student support

Get Ready, Registration & Induction

- Support Schools with administration of preparation for new PGR students

Curriculum

- Liaise with Programmes team on any Campus Solutions data required for PGR student record

Student Record Management

- Maintain relevant parts of the student record on Campus Solutions
- Support the change of circumstances processes
- Communicate with students and respond to queries and issues
- Work with School on attendance monitoring process
- Support Schools with allocation of Supervisors
- Register students on to Moodle
- Support student registration

Input to Management & Operational Reporting

- Ensure accurate student data is available to Schools and Departments as required e.g. Annual Monitoring, HESA
- Liaise between Development and Schools on the completion of Progress Reports required by Sponsors

Assessment Support and Feedback, Examinations, Progression & Award
- Monitor and recording of milestones, supervisions and progress
- Maintain records of thesis pending and submission
- Communicate with students and respond to queries and issues
- Support supervisors to conduct viva assessment
- Collate outcomes to notify Assessments team of progression and award
- Maintain student progression and award records on Campus Solutions

Graduation

- Liaise with Assessments team on PGR students requiring invitation to graduation and provision of data to enable graduation and award