



Job title	Student Support Administrator	Job family and level	Administrative, Professional and Managerial Level 2
School/ Department	School of Health Sciences	Location	Medical School, QMC

Purpose of role

The role holder will support the “onboarding” of students between open days until the end of Semester 1; this will include supporting delivery of open days and offer holder days, interviews, welcome and “wobble” weeks in the School of Health Sciences. They will co-ordinate and support student activities which initiate a sense of belonging within the School in the first few months of study. They will provide comprehensive administrative support to activities and initiatives associated with the Education and Student Experience (ESE) administration for the School. The role holder will support the Student Experience Coordinator with the implementation of systems and processes to continually improve the service provided.

	Main responsibilities (Primary accountabilities and responsibilities expected to fulfil the role)	% time per year
1	<p>Administration support for onboarding activities across all programmes</p> <ul style="list-style-type: none"> ▪ Provide an effective and customer-focused support service to students during the onboarding phase, identifying issues, and where specialist service interventions have been identified, ensure that the necessary referrals are directed to the appropriate Registry and Academic Affairs team ▪ Work closely with the Student Experience Coordinator to support the School Admissions staff ▪ Provide administrative and logistical support (including catering, room bookings) for events pertaining to student onboarding, such as open days and offer holder days, interviews and welcome week ▪ Coordination of student communications in collaboration with the Student Experience Coordinator ▪ Support students to establish and maintain networks in collaboration with the Students’ Union ▪ Provide administrative support for school-based attendance monitoring and communication with students around attendance issues 	70%
2	<ul style="list-style-type: none"> ▪ Work flexibly as a member of the ESE Team, providing cover to other areas of the wider team as needed and equally receiving support from other areas at times of high workload or absence 	10%
3	<ul style="list-style-type: none"> ▪ Support the Disability Liaison Officer and Practice Team pre-course with Occupational Health, support plan and special considerations administration 	10%
4	<ul style="list-style-type: none"> ▪ Any other duties relevant to the level of the role 	10%

Person specification

	Essential	Desirable
Skills	<ul style="list-style-type: none"> ▪ Good written and verbal communication skills ▪ Good IT skills, including knowledge of Microsoft Office ▪ Good organisational and planning skills ▪ Ability to work accurately with attention to detail ▪ Ability to handle sensitive information with a high degree of confidentiality ▪ Supporting meetings and diary management ▪ Good interpersonal skills 	
Knowledge and experience	<ul style="list-style-type: none"> ▪ Knowledge of using Excel, Word and Outlook ▪ Experience of working to deadlines ▪ Experience of working in an office environment ▪ Experience with dealing with people, fielding enquiries and helping others 	<ul style="list-style-type: none"> ▪ Experience in a Higher Education setting ▪ Experience of organising events
Qualifications, certification and training (relevant to role)	<ul style="list-style-type: none"> ▪ Qualified to GCSE level to include English and Maths (or equivalent) or significant work experience in a similar role. 	
Statutory, legal or special requirements	<ul style="list-style-type: none"> ▪ Willingness to adopt the vision and values of the School of Health Sciences 	



The University of Nottingham is focused on embedding equality, diversity and inclusion in all that we do. As part of this, we welcome a diverse population to join our work force and therefore encourage applicants from all communities, particularly those with protected characteristics under the Equality Act 2010.

The School of Medicine holds a Silver Athena SWAN award in recognition of our achievements in promoting and advancing these principles. Please see <http://www.nottingham.ac.uk/medicine/about/athena-swan.aspx>

Expectations and behaviours

The University has developed a clear set of core expectations and behaviours that our people should be demonstrating in their work, and as ambassadors of the University's strategy, vision and values. The following are essential to the role:

- Valuing people** Is open and welcoming of others, approachable and respectful. Considers the wider point of view and delivers appropriate support and guidance to colleagues.
- Taking ownership** Shows initiative and takes responsibility for own actions. Offers clarity and tactful support to colleagues to aid decisions and actions.
- Forward thinking** Demonstrates the ability to learn and enjoys the opportunity to develop. Likes to share and implement new ideas and improvements in their area of work. Seeks feedback from others.
- Professional pride** Is self-appraising, seeking feedback from others and acts as a great role-model at all times. Keen to deliver the job well and be an effective member of the team.
- Always inclusive** Is sensitive to the needs of others and understands every person is important, right across the organisation, irrespective of level, culture, disability or any other characteristic.

Key relationships with others

