UNIVERSITY OF WARWICK

Job Description

Job Title	Student Support Officer
Department	Statistics
Grade	FA4

Job purpose (a brief summary of the role)	To develop and manage the administrative processes and systems related to the Department's undergraduate and postgraduate taught programmes, thereby ensuring that an effective and supportive environment is provided to all students, staff and external contacts.
Duties and responsibilities	(In priority order and giving estimated percentage of time spent on each over a year.) Role holders will assume an appropriate proportion of the responsibilities listed below and may specialise in certain tasks but will expected to flexibly assume responsibilities to meet the needs of the department and provide cover for absences. **1. Student Administration** • Managing the processes and maintenance of accurate student records, using software and web applications such as SITS and Tabula to ensure that student's records are regularly updated. This includes processing course transfers, checking and confirming module registration, receiving, and processing unusual option forms, allocation of students to personal tutors. • Responsibility for the department's support mechanisms for student induction and enrolment, including the preparation of materials, information packs and other published information for current and prospective students including those on Erasmus and other exchange programmes • Maintenance of efficient and accurate office procedures including the setting up, maintaining, and archiving of student data in both physical and digital files • Responsibility for the set-up of registers and monitoring points and the recording of attendance monitoring data. This includes establishing monitoring points, submission of attendance monitoring reports to Student Records, providing supporting evidence of monitoring points for internal and external audit purposes and following up on missed monitoring points in collaboration with the Senior Tutor • Co-ordination of departmental admissions procedures in conjunction with the Admissions Tutor(s). To co-ordinate with academic staff and the Central Admissions Office with regard to individual applications • Co-ordinating the allocation of dissertation projects including provision of information to staff and students, maintaining the forms for making choices and communicating allocations to staff and students. • Managing the allocation of reference writers and providing information to support reference writing. **2. Student Support** • Acting as an initial point of contact for existing/prospective students and external visitors to the Department of Statistics, both in person and by email, providing information and advice on standard questions regarding all aspects of our degree programmes. • Managing and maintaining arrangements for students with special needs, identification, and management of arrangements for students who have serious medical and/or personal problems, referring to students to other parties as required.

- Responsibility for recording outcomes for mitigating circumstances claims, communicating with students, organising panels and referring cases to the Senior Tutor as needed.
- Monitoring student engagement and progress and raising any concerns with the relevant member of administrative or academic staff
- Contributing to student handbooks, newsletters and FAQs and archiving of communications.

3. Examinations and Assessment

- Responsibility for setting up and providing information for the submission of assessed work (online or physical), enabling the accurate recording of assignment marks, and the distribution of feedback to the students
- Maintaining and communicating information about deadlines and departmental procedures for assessed work to markers.
- Keeping accurate records of individual assessment activities including extensions, waivers, penalties, turnaround times and outcomes of academic conduct investigations.
- Providing support with the checking, collection and recording of exam marks, the distribution and archiving of exam scripts and assessed work, via physical media, electronic files and web applications.
- Co-ordinating accurate, user-friendly, and timely documentation for markers, moderators, external examiners, and exam boards
- Maintaining and preparing mitigating circumstances information including recording, categorisation and presentation of such circumstances to relevant exam boards and panels.
- Supporting examination boards in organising meetings, preparing and distributing documentation, writing minutes and recording outcomes.
- Co-ordinating the appointment of staff and PhD students to invigilator roles

4. Course Administration

- Organising and contributing to the Department's programme of admissions events, open days and offer holder visit days (which may include occasional working at weekends)
- Providing administrative support for admissions, including organisation and communications support in the creation and updating of webpages, prospectus and brochures
- Providing administrative support for timetabling, assisting with pastoral and teaching scheduling queries and aiding with communication and release of information.
- Co-ordinating, collecting, collating and publishing module feedback, and creating reports on the information.
- Providing support with keeping web-based and learning platform content for teaching related pages up to date
- Providing support for teaching committee including collating and distributing agendas, writing minutes and maintaining web pages.
- Providing support for course and module approval forms, keeping information updated and working with academic leads to make revisions and changes.
- Entering and maintaining small group teaching schedules, including set up, communication and release of information, individual session timings, staff and student allocations.
- Maintaining staff and student access permissions to localised areas of learning and teaching delivery platforms according to teaching allocations and module enrolments.
- Organising the Graduation Day reception and prize giving event

5. Other

	• Assist administrative and academic staff by carrying out general office duties such as printing, typing, photocopying, filing, and answering telephone enquiries. • Creating and maintaining documentation to enable new or cover staff to carry out responsibilities. • Undertaking training as required to maintain knowledge and understanding of systems and procedures. • Maintaining knowledge and understanding of information security protocols and applying to all tasks • Undertaking relevant relationships with other academic and non-academic departments • Any other duties that the Taught Programmes Manager or appropriate academic colleague may reasonably request to support the general administration of the Department.

Person Specification

The Person Specification focuses on the essential and desirable knowledge, skills, experience and qualifications required to undertake the role effectively. This is measured by (a) Application Form, (b) Test/Exercise, (c) Interview, (d) Presentation.

Essential Criterion No.	Essential Criterion Description	Measured by
E1	Good standard of general education to at least A level standard or equivalent, including GCSEs or equivalent in Maths and English.	A
E2	Experience of working as part of a team, in a busy, customer focused service environment.	A & C
E3	Excellent communication skills both verbal and written, including producing written materials.	A,B & C
E4	A good understanding of general administrative processes and the importance of attention to detail.	A,B & C
E5	Excellent general IT skills (word processing, spreadsheets and email) including the ability to learn how to use new software packages rapidly (including bespoke University software).	A & C
E6	Strong numeracy skills and the ability to communicate effectively with students from all backgrounds and with staff at all levels within the University.	A & C
E7	A high level of awareness and understanding of student concerns and of student's needs and expectations.	A & C
E8	Ability to work on own initiative, managing multiple tasks and priorities with minimum supervision.	A & C
E9	Ability to learn new procedures rapidly and then apply them accurately and appropriately with strong attention to detail.	A & C
E10	Knowledge of the UK Higher Education system.	A & C
E11	Flexibility to undertake occasional weekend work.	A & C

Desirable Criterion No.	Desirable Criterion Description	*Measured by*
D1	Experience in marketing/communications role.	A & C
D2	Experience in maintaining web content.	A & C