


School Support Service School Support Coordinator	
Role Description	Role Code: SUP15 (version 1.0 2016 Jan)

Grade & Salary:	Grade 4
Campus Location:	Craiglockhart, Merchiston, Sighthill Roleholders may be asked to change location from time to time to meet service and development needs and may be required to visit other campuses regularly.
Responsible to:	The role is responsible to a School Operations Officer (SOO) and through this role to a School Support Manager (SSM). In addition to reporting formally to a School Support Manager the roleholder will also have a very close accountability and responsibility to the Dean of an academic school and with other members of the Schools Leadership Team.
Responsible for:	In some contexts this role may be responsible for line managing administrators but this is not always the case.
Role Summary:	In the context of delivering the University Strategy and Corporate Plan, the roleholder will provide more senior administrative and project management support than that carried out by School Support Administrators; usually through the leadership of specific functions or projects that deliver key school priorities. The work of a SSC will be more independent than that of School Support Administrators, but will operate within frameworks agreed in advance with School Operations Officers.

Main Duties and Responsibilities	
<ul style="list-style-type: none"> ▪ 	Responsible for providing more senior administrative and project management support than that carried out by School Support Administrators; usually through the leadership of specific functions or projects that deliver key school priorities.
<ul style="list-style-type: none"> ▪ 	Under the direction of a SOO, undertake the daily management of relevant administrative staff including being first point of contact on detailed operational queries to ensure that an effective and efficient support service is delivered.
<ul style="list-style-type: none"> ▪ 	Responsible for reviewing local improvements in services and operations and in conjunction with stakeholders in a consistent way to deliver an excellent personalised student experience.

▪	Responsible for supporting student engagement strategies and collection of feedback and in conjunction with School leadership teams, identify and implement ways in which the Service can support programme-focussed approaches.
▪	Develop and maintain effective working relationships with multiple stakeholders which would include colleagues across schools and professional services.
▪	Provide advice to staff on relevant School and University procedures, policies and regulations.
▪	In conjunction with other professional services, review and continually enhance services delivered from to our students to ensure a seamless and coherent offering on each campus.
▪	Source and present financial, statistical and other Management Information to support School leadership and other stake holders to inform decision making.
▪	Join or support appropriate School committees, working groups and informal forums to aid support planning and delivery, contribute fully to School agendas and priorities, communicate outcomes and monitor implementation of relevant decisions.
▪	Be mindful of the need to encourage appropriate efficiency and delivery of value for money across the Service's activities.
▪	Assist with the University's graduation ceremonies, open days and other corporate/school events to ensure such occasions are sufficiently supported to meet their objectives.
▪	Demonstrate the University's values and behaviours and contribute actively to the development of an environment where colleagues feel proud, confident, challenged and supported; acting with respect and integrity at all times.
▪	Engage fully in any training and staff development identified as being appropriate for the post-holder (through PDR), to ensure ongoing professional and personal development; and to ensure that team members likewise engage in PDR and appropriate development activities.
▪	Be responsible for ensuring that the information and records processed (received, created, used, stored, destroyed) on behalf of the University are managed in compliance with ALL applicable legislation, codes and policies e.g. Data Protection, Information Security and Records Management.
▪	Any other relevant duties or other project work appropriate to the post.

Person Specification

Attributes	❖ Essential Selection Criteria	Desirable Selection Criteria
Education/Qualifications	Degree Level or equivalent or extensive relevant experience in a comparable role.	
Experience	<p>Experience of managing projects involving the coordination of inputs from a range of contributors, including implementing procedures.</p> <p>Demonstrable administrative/supervisor experience.</p>	Experience of working in Further/Higher Education.
Skills/Personal Requirements	<p>Excellent communication skills – written and verbal.</p> <p>Excellent interpersonal skills and awareness of intercultural differences.</p> <p>Ability to relate successfully to colleagues, students and those external to the University</p> <p>Excellent IT skills including spreadsheets and databases.</p> <p>Excellent organisational skills.</p> <p>Ability to work on own initiative and to prioritise workload.</p> <p>Commitment to high service standards and customer focus.</p>	<p>Experience of using databases, for example as student records management systems.</p> <p>Strong project management capabilities.</p> <p>Experience of Committee Servicing.</p> <p>Flexible approach to working overtime when required.</p> <p>A commitment to students, the quality of their experience, and to their development and success</p>