

**PART 1 – TO BE COMPLETED FOR ALL ROLES**

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|  | Student Wellbeing and Inclusion Team Administrator |
| **Role Description** |  |

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| **Grade & Salary:** | | Grade 3 |
| **Campus Location:** | | Sighthill |
| **Line Manager:** | | Student Wellbeing and Inclusion Office Manager |
| **Line Management Responsibility for:** | | N/A |
| **Organisational Structure:** | |  |
| **Role Summary:** | | Student Wellbeing and Inclusion works to provide high quality, professional services to support potential and current students from their initial enquiry to Edinburgh Napier University through to graduation.  You will provide an exceptional frontline service to service users (students, staff and other stakeholders) as well as providing a full range of secretarial and administrative support and provide administrative services to the teams that make up the Wellbeing and Inclusion team.  You will be the front-face of our support teams, providing the first response to students’ emails and phone calls, both routine inquiries and sometimes in response to urgent situations.  You will have a service-wide remit and will join a team of administrators developing an integrated approach in support of all Wellbeing and Inclusion teams. You will be expected to be flexible in your approach to work to ensure that the most urgent tasks are prioritised across the service.  Teams within the Wellbeing and Inclusion service include:  The Disability Inclusion team who provide professional support and advice to disabled applicants and students, including those with sensory impairments, health conditions and learning differences; this includes students with multiple and complex needs.  The Counselling and Mental Wellbeing team who offer counselling, CBT and mental health support and a range of other wellbeing interventions in support of student success and retention.  The Student Funding Team who manage the administration of a range of student financial support funds. These include the Student Award Agency for Scotland (SAAS) Discretionary Fund and Childcare Funds.  The Keep On Track and Safeguarding team who support student retention and success and provide a response in support of students who may be at risk.  The University’s team of Honorary Chaplains and the Chaplaincy service |
| **Main Duties and Responsibilities** | | |
|  | Provide professional administrative support across all teams within Wellbeing and Inclusion and be a point of contact for a wide range of internal and external contacts, ensuring that team and service standards are applied at all times. | |
|  | On a day-to-day basis, act as the first point of contact for the team and provide a responsive service through a range of contact options, primarily email, telephone, and online video calls. Communicate sensitively, confidentially and promptly with students or respond to enquiries which may be of a personal and confidential nature. Provide information to students and other stakeholders in response to a wide range of enquiries. Use judgement and sensitivity to assess, research, investigate and resolve support issues and queries, in collaboration with other team members when necessary. | |
|  | Manage and co-ordinate generic email enquiry boxes and ensure that responses are provided in a timely and appropriate manner to meet service standards, data protection requirements, the needs of students or other enquirers (such as external agencies, partner institutions, parents etc). | |
|  | Develop and deliver effective, efficient and streamlined administrative processes and systems in support of team members and service users and for team activities ensuring accurate and confidential records and data are maintained and where required conduct analysis of data and produce related reports or statistics. | |
|  | Liaise and communicate with a variety of internal and external contacts, including Edinburgh Napier Students’ Association, academic staff, Professional Services colleagues, and a range of external agencies. | |
|  | Support the team of Honorary Chaplains to deliver Chaplaincy services to students and staff. | |
|  | Co-ordinate, develop and implement processes for administering a range of service specific requirements eg. disabled student exam allowance arrangements; use of the Counselling CORE management information system; aspects relating to the administration of student funding applications; student safeguarding register etc. | |
|  | Co-ordinate the production of required reports or statistics and prepare any other ad-hoc information required e.g. for Freedom of Information Requests. | |
|  | Co-ordinate and monitor team appointment arrangements and related administrative processes for the referral of students to Advisers/Counsellors/Mental Health Advisers or for example for assessment by contracted Educational Psychologists. | |
|  | Manage, administer and report on financial processes and transactions using the University’s finance system. | |
|  | Monitor and track finance arrangements related to the use of agency support workers and the provision of other funded student support arrangements and to reclaim funding via DSA where appropriate. | |
|  | Co-ordinate and process time sheets and claim forms for casual staff and student ambassadors. | |
|  | Co-ordinate the production of promotional and marketing materials and contribute to the review and updating of online and paper based content. | |
|  | Maintain professional development and awareness on a range of student wellbeing and inclusion matters and represent the service at any required meetings, seminars or events. | |
|  | In conjunction with other Wellbeing and Inclusion colleagues assist with providing information and support at Open and Applicant Days, other University events and team activities. | |
|  | Contribute to all service activities as an integral member of the team and to undertake any other relevant duties as may be requested. | |

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| **Person Specification** |  |

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| **Attributes** | **Essential Requirements** | **Desirable Requirements** |
| Education and Qualifications | Educated to HND level or equivalent.  Committed to providing high quality, student focused services. | Office administration qualification. |
| **Experience** | Significant experience of working in an administration role in a busy, professional, customer focused environment.  Experience of managing financial systems and records.  Experience of working within a Student Support Service/equivalent role in the public or third sector.  Experience of working effectively with a range of internal and external partners.  Experience of creating and writing reports.  Experience of dealing with enquirers, some of whom may be anxious or upset. | Previous experience of providing information/ advice/guidance to students or others as part of an advisory or support role.  Knowledge or experience of access and inclusion and of the Equality Act within education.  Knowledge of student funding systems, particularly SAAS and Disabled Students’ Allowance.  Knowledge of Data Protection requirements.  Experience of using/writing for websites in service promotion and/or delivery.  Supervisory experience. |
| **Skills and Personal Requirements** | Excellent customer service skills.  Empathetic and approachable manner and ability to relate to others with sensitivity, tact and respect, showing confidence to deal with a range of contacts and build rapport with others and observe the need for confidentiality.  Ability to manage own workload and use initiative.  Ability to take delegation from more than one person and to work within a team context.  Excellent communication skills and ability to effectively liaise and negotiate with a range of contacts.  Emotional resilience and ability to deal effectively with communication and shared information that may be emotionally challenging.  Ability to administer financial recording procedures.  Significant experience of using standard IT desktop applications/software and capable of further developing IT skills to use specialised software applications as required.  Excellent numeracy skills and ability to analyse figures, including experience of preparing management information and reports.    Excellent organisation and time management skills and ability to work to deadlines and produce work which requires a high level of accuracy and attention to detail.  Commitment to upholding University values and behaviours and an understanding of and respect for diversity, including the ability to engage with students from a wide range of cultures and with a range of support needs.  Willingness to work flexible hours, including occasional evening and weekend work. | Awareness of student experiences and the challenges students can face in higher education.  A strong interest in student wellbeing, mental health and disability inclusion. |