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|  | Student Wellbeing & Inclusion Service * Office Manager/Admin team leader
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| **Role Description** |  |

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| **Grade & Salary:** | Grade 5 |
| **Campus Location:** | Sighthill |
| **Line Manager:** | Head of Wellbeing and Inclusion |
| **Line Management Responsibility for:** | Responsibility for the co-ordination, support, development and line management all Wellbeing and Inclusion service administrators. |
| **Role Summary:** | You will assume the senior administrative role within the service and lead, motivate and develop members of the admin team to ensure the provision of an exceptional frontline service and provision of a full range of administrative support to colleagues. You will be responsible for the effective implementation and use of core administrative systems, processes and tasks; lead where appropriate on key team projects and developments; and together with service managers/leads play a key role in service planning, delivery and review. You will be expected to work closely with team managers/leads to ensure that teams are supported to deliver their key objectives and ensure that work is delivered effectively and on time.The Disability Inclusion Team provides professional support and advice to disabled applicants and students. The team aim to ensure individual students achieve their maximum potential whilst at University by delivering essential support and recommending reasonable adjustments that mitigate against any potential disadvantage. The Counselling & Mental Wellbeing Service offers counselling, CBT and mental health support and a range of other wellbeing interventions in support of student success and retention. The Student Funding team manage the administration of a range of financial support funds. These include the Discretionary Fund, Childcare Funds and a range of other internal and external scholarships and bursaries.The team of Honorary Chaplains support the provision of the University’s Chaplaincy and provide pastoral and other support to students and staff.The Keep On Track service supports the retention and progression of students who may be at risk of academic failure and the Safeguarding Manager delivers University wide strategic responsibility for students who may be vulnerable or at risk. |
| **Main Duties and Responsibilities**  |
|  | Lead, motivate and develop the admin team including being responsible for the recruitment, selection, induction and on-going development of staff and participation in the My Contribution process; create and manage a development framework to ensure the continual development of the team.  |
|  | Where required take a lead role in admin related aspects of all staff recruitment activity within the service.  |
|  | Develop and manage an administrative contingency plan to ensure no single point of failure i.e. ensure annual leave is planned and covered, high intensity periods are planned for and, when necessary, administrators are able to undertake and support all team tasks. |
|  | Support team managers/leads by ensuring the effective co-ordination, operation and day-to-day activities of the admin team. This includes allocation of work and delivery of relevant aspects of projects to ensure that professional administrative support is delivered across all teams within Wellbeing & Inclusion.  |
|  | Ensure that an effective ‘first point of contact’ service is delivered; this includes oversight of the administrative aspects of waiting list management, including prioritisation and risk management of vulnerable students in line with the service safeguarding framework.  |
|  | Communicate sensitively, confidentially and promptly with students and respond to enquiries which may be of a personal and confidential nature. Use judgement and sensitivity to assess, research, investigate and resolve support issues and queries, and support colleagues within the admin team in so doing also where required. |
|  | Support and co-ordinate the admin team to oversee the generic email enquiry boxes and ensure that responses are provided in a timely and appropriate manner. |
|  | Liaise and communicate with a variety of internal and external contacts, including Edinburgh Napier Students’ Association, academic staff, Professional Services colleagues, Honorary Chaplains and Belief Contacts and a range of external agencies. |
|  | Develop, implement and co-ordinate policies and processes for administering a range of service specific requirements e.g. lead on our use of and reporting from the SITS student record system; disabled student exam allowance arrangements; use of the Counselling CORE management information system; aspects relating to the administration of student funding applications and lead the admin team to deliver all necessary actions involved.  |
|  | Ensure that all service 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. |
|  | Provide advice, guidance and training to staff on relevant team and University systems, procedures, policies and regulations. |
|  | Lead the admin team to review, develop and deliver effective, efficient and streamlined administrative processes and in the use of systems ensuring accurate and confidential records and data are maintained. Where required conduct analysis of data and produce related reports or statistics. Support continuous improvement activities, ensuring the ongoing development of student-centred processes and procedures. |
|  | Lead where appropriate on key team projects and developments; and together with service managers play a key role in service planning, delivery and review.  |
|  | Produce or oversee the production of required reports or statistics and take a lead role in developing and implementing evaluation activities such a student surveys and in responding to all Freedom of Information Requests. Source and present financial, statistical and other management information to support team managers and inform decision making. |
|  | Manage, administer and report on financial processes and transactions using the University’s finance system and produce monthly reports on the service budget/spend; support other members of the admin team where required in relation to finance tasks. |
|  | Take a lead role in the production and delivery of the service’s communication and publicity plans including our use of internal student and staff newsletters and our pages on staff and student intranet sites.  |
|  | Maintain professional development and awareness on a range of student wellbeing and inclusion matters and represent the service at any required working groups, committees, meetings, seminars or events.  |
|  | Play a lead role in the coordination of team events and activities e.g. mental health day; student money week and our participation in 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 | An undergraduate degree, or an equivalent level of knowledge gained through experience in a similar role. | Office Administration qualification.Evidence of ongoing professional development or extensive relevant experience in a comparable role. |
| **Experience**  | Significant experience of working in an administration role in a busy, professional, customer focused environment.Experience of managing and supporting a staff team.Experience of leading or participating in project delivery.Experience of using databases, for example student records management systems and extraction of data for reporting and planning purposes.Experience of managing financial systems and records. 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.Experience of event management.Strong knowledge and understanding of Data Protection and Records Management. | Experience of working within a Student Support Service in Higher Education.Experience in using key HE related systems e.g. student records systems; CORE wellbeing MIS; Blackbaud financial management system.Experience of using a range of IT systems related to financial transactions/analysis and student/customer management information. 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. Experience of using/writing for websites in service promotion and/or delivery. |
| **Skills and Personal Requirements** | Commitment to providing high quality, student focused services.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 while observing the need for confidentiality. Ability to take delegation from more than one person and to work within a team context.Demonstrable project management skills.Excellent communication skills and ability to effectively liaise and negotiate with a range of contacts.Significant experience and proficiency in use of 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 using excel, 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 experience and the challenges students can face in higher education.A strong interest in student wellbeing, mental health and disability inclusion. |