Job Description

Job Evaluation Code	

Job Title	Hyb Assistant
School/Department/College	
Job Grade	3
Career Pathway	Admin

Organisation Structure

Insert Org Chart if available	
Post Responsible To	Hyb Advisor
Posts Responsible For	N/A

Job Purpose

This role is expected to provide an excellent first-line enquiry and standard transaction education support service for students, academic staff and Professional Service colleagues, to provide high quality general administration support as required for all taught programmes, and to work effectively within the wider administrative team to deliver a seamless and high quality service. This role would be allocated to a "hyb" location but all role-holders in the context of Student Services are expected to have a flexible and adaptive attitude and may be asked to provide critical support across all activities or locations to meet peak demand needs across the service when these occur.

Provide an enquiry desk administrative service to the Hyb, completing a range of routine tasks to meet customer service requirements, ensuring the Hyb team is supported and key duties undertaken. These tasks may include creating and updating records to the required quality standard, booking rooms and making appointments with other teams.

All teams within Student Services are asked to work collaboratively and innovatively as "one team" across wide-ranging but interdependent operational delivery remits for which excellent customer service relies on all areas of responsibility to work together and ensure an excellent staff and student experience. Student Services include enquiry management, Timetabling, Assessment and Examinations, Student Records, Placements and Employability, and Welfare and Wellbeing Services. Services to staff include advice, guidance and sign-posting to other teams and services, facilitating access by booking appointments and/or escalating enquiries within the correct team.

The University is committed to offering this flexibility, wherever the role and business need allows, supporting work-life balance.

As the biggest university in Wales – and a major employer, with more than 7,000 staff – we are an ambitious and innovative university located in a beautiful and thriving capital city. We can offer you the chance to work in a vibrant organisation, with great benefits and opportunities for progression.

Duties and Responsibilities

- Act as a first point of contact for internal and external enquirers, maintaining the highest standards of customer service. Responding to, escalating or resolving enquiries appropriately. These queries may include visitor welcome, general signposting and wayfinding, supporting domestic student enrolment (responding to queries about their enrolments, managing class registrations, managing programme transfers), issuing ID cards, responding to basic programme enquiries, IT support queries etc)

- Create and updating student records to the required quality standard, ensuring accuracy of reporting, confidentiality and data protection.
- Gather information and extract reports in standard formats as required, ensuring timely delivery
- Booking rooms and making appointments with other teams
- Issue uniforms and field trip/placement equipment where required
- Supporting specific events and activities that are linked to the Student Experience
- Act as the person responsible for the physical location where students hand in physical copies of coursework
- Undertake a variety of administrative duties to support the Hyb and staff
- Maintain and enhance the student experience across the student lifecycle where appropriate to the role, and in support of Directorate objectives. Suggest improvements and be responsible for their implementation where directed
- Use systems and software effectively and efficiently, adhering to any relevant compliance and undertaking training as offered and required
- Assist with the organisation of events including the logistical arrangements for internal and external meetings and events
- Ensure processes, procedures and codes of practice are adhered to and best practice is followed and shared where relevant
- Maintain a central information point for Student Services; collating and updating relevant information through a variety of media, including website maintenance where required
- Maintain a working knowledge of Student Services, particularly in relation to processes and systems, being able to signpost these to others and provide support to staff and students as required.
- Handle enquiries from customers such as University staff, students and members of the public in a professional manner.
- Follow existing procedures to complete tasks, referring more complex queries to the Hyb Administrators, making sure all relevant information is passed on accurately.
- Establish good working relationships with key contacts to help support and improve how you and the team deliver work,
- Undertake a variety of routine administrative duties to support the team and department, e.g. answering emails, updating information and filing (electronically.
- Gather and input information to update administrative systems accurately (training will be provided on relevant systems).
- Take an active role in the team, working towards meeting team objectives and supporting other team members, including contributing to the training of new team members.

This job description summarises the main duties and accountabilities of the post and is not comprehensive: the post-holder may be required to undertake other duties of similar level and responsibility.

Person Specification

Essential Criteria

1. Ability to carry out a variety of administrative tasks, including writing accurately, clearly and concisely.
2. Ability to communicate with people effectively, courteously and with respect face to face, over the phone and online.
3. Ability to record information clearly and accurately to pass on to others.
4. Ability to apply confidentiality and discretion in an office environment.
5. Basic IT skills, including email, Microsoft Word documents and Microsoft Excel data entry.
6. Ability to carry out general administrative duties such as filing, photocopying, arranging meetings and ordering supplies.
7. Ability to work well with your team, knowing how to support colleagues as appropriate.
8. Ability to plan and organise your own workload within agreed timelines as set by your Line Manager.

9. Ability to identify problems using your own initiative and to solve these by finding and proposing the most practical solution.
Desirable Criteria (if appropriate)
10. Experience of working in a Higher Education environment 11. Fluency in Welsh, written and oral 12. Willingness to learn Welsh

Additional Information
