Job Description

Job Evaluation Code	

Job Title	Hyb Administrator
School/Department/College	
Job Grade	4
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 complex transaction general 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.

The purpose of this role is to triage more complex requests which are unable to be resolved by a Hyb Assistant to determine the appropriate process and escalating issues as needed. It is anticipated that Hyb Administrators will be able to resolve requests and enquiries of medium complexity and escalating only the most complex cases to the Hyb Advisors and specialist teams.

Hyb Administrators will identify the relevant contacts and coordinate with internal stakeholders to ensure timely resolution of enquiries. They will serve as a data producer, responsible for creating and updating student and programme records in line with established quality standards.

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.

Duties and Responsibilities

- Develop a thorough working knowledge of the academic cycle of business and student services and act as a first/named point of contact for internal and external stakeholders and general enquiries, providing specialist advice and guidance on relevant matters

- Provide general and specialist administrative support with a full understanding of the relevant subject areas.
- Act as a central information point for both Academic and Student Services; collating, updating, coordinating, managing and promoting relevant information through a variety of media, including website maintenance where required
- Work with others to make recommendations for the development and improvement of current University processes and procedures
- Create good working relationships with key contacts to help improve service levels
- Create standard and one-off communications for staff and students and ensure such resources are available to stakeholders as required
- Plan and organise events with guidance and support from managers, generally over a short term period representing the Directorate as required. Provide information for marketing and other purposes.
- Disseminate communications about events or similar through a range of platforms, ensuring messages are appropriate for the target audience
- Use systems and software effectively and efficiently, adhering to any relevant compliance and undertaking training as offered and required
- Manage student or other records and undertaking quality checking of data to ensure accuracy, consistency, efficiency and timely delivery
- Servicing meetings and committees by providing agendas, minutes, papers, as well as managing logistical arrangements
- Collate, monitor, analyse and interpret data providing written recommendations and summaries to stakeholders. Proactively identify issues and undertake corrective actions as required
- Accountability/ responsibility for discrete areas of work, as delegated by your line manager or other senior stakeholders
- Continuously improving the student experience across the student lifecycle where appropriate to the role, and in support of College or Directorate objectives. Support new ways of working, training others as required and ensuring a comparable student experience across all campuses and Colleges as relevant to role.
- Participate in relevant working groups as required, proactively contributing and reporting progress on agreed actions
- Work collaboratively with stakeholders, undertaking joint decisions on operational matters as required
- Organise and support school specific activities linked to academic delivery and the Student Experience
- Support academic societies with bespoke administration (e.g. invitation letters for events
- Set up VLE (virtual learning environment) (Blackboard etc). Supporting academic to collect OMR - optical mark reader, including for resits and repeats
- Invigilate, or coordinate invigilators (except in schools/assessments where there are specialist requirements
- Process marks and grades for exam results and exam boards, ensuring they've been transferred to SIMs and preparing reports
- Conduct attendance and engagement monitoring administration

- Administer programme / course / plan information, handbook, course catalogues as directed by Education Manager
- Contribute to the planning and delivery of College or Directorate strategy, communications plan, annual planning, activity planning or similar
- Promote and ensure the consistent and correct application of processes, procedures, systems and codes of practice, resolving problems and ensuring compliance with internal and external regulation are adhered to within your area of responsibility. Train others in the correct usage as required.
- Undertake a variety of administrative duties to support the team and department
- Proactively collect, validate, and analyse data from multiple sources to ensure accurate and timely updates to administrative systems, including databases and spreadsheets; identify and communicate emerging trends, anomalies, or patterns to senior colleagues for further investigation and strategic decision-making
- Actively contribute to the success of the team and support the supervision and management of it
- Take responsibility for a small budget and/or petty cash

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 communicate in writing clearly, concisely, and effectively to provide detailed advice and guidance on student support services
2. Evidence of a good standard of numeracy and IT literacy.
3. Experience of working in an administrative role or environment and ability to set up standard office systems and procedures, making improvements to these as appropriate.
4. Specialist knowledge of student support services
5. Ability to communicate specialist and complex information effectively and professionally to a range of customers with varying levels of understanding.
6. Ability to advise and influence key stakeholders in your area of work.
7. Ability to explore customers' needs and adapt the service you provide accordingly to ensure a quality service is delivered.
8. Ability to use your initiative and creativity to solve problems, respond to queries and make recommendations, identifying and proposing practical solutions.
9. Ability to work unsupervised to deadlines, planning, setting and monitoring your priorities and those of the team.