JOB DESCRIPTION

Job Title: Administrator – Student and Library Services

Grade: 3

Responsible to: Head of Frontline & Directorate Support

Job Purpose:

The post holder will work from home and/or on Campus, to co-ordinate, support and contribute to the future development of the activities and functions of the Directorate.

The Student and Library Services Directorate is committed to providing the highest standards of service to staff and students of the two Universities. This post will support professional teams providing user-focused services and supporting teaching, learning and research.

Main Duties and Responsibilities:

To be responsible for providing administrative support to ASK, Languages, Accessibility, Non Medical Helpers and Academic Liason teams, including maintaining Outlook diaries, booking systems and appointment management.

To provide a point of contact for students and staff wishing to access the range of services available across all teams. This will include interaction with a wide range of users through a variety of methods including email and via websites.

To be responsible for managing shared email inboxes and responding to enquiries and initiating correspondence on behalf of teams.

Through discussion with students, to identify appropriate sources of support for them and exercise judgement as to when to refer queries on to other services or when to involve more senior colleagues to ensure a successful outcome. In particular, to work with staff within The Compass to direct students to appropriate support and advice services.

To maintain effective filing, retrieval and archiving systems especially in relation to learning resources under continuous development by the teams.

To compile information for compliance audit checks.

To engage with the other services of Falmouth University, University of Exeter, The SU, and Falmouth Exeter Plus, to represent the service and to ensure an efficient, consistent and helpful service is provided to all staff and students and all opportunities for enhancement of the student experience are utilised.

To produce reports, emails, presentations, spreadsheets and other material to meet required deadlines, making full use of available software e.g. Microsoft and Adobe applications.

To support promotional work for Student & Library Services (online and events) and other associatied areas across key activities such as open days, move in weekends etc.

To be proactive in personal time management and organisation to provide professional support to ensure the smooth running of the services.

To provide a customer-focused service to students, staff and other customers and stakeholders.

General Duties:

Deliver a level of customer service which meets and exceeds the expected standards. Ensure all people are dealt with efficiently and with appropriate regard to their needs.

Undertake reasonable duties which contribute to the success of the directorate and FX Plus as a whole.

Agree personal and team objectives and work to achieve them, developing both individually and collectively.

Actively participate in required organisational processes, courses and activities, constantly maintaining the required conduct.

Support and contribute to keeping FX Plus, Falmouth University and the University of Exeter compliant with all legislation and adopted standards. Specific attention should be given to Health and Safety, Equality, Diversity and Safeguarding.

PERSON SPECIFICATION
Post Title: Administrator: Student & Library Services

Attributes	Essential Requirements	Desirable Requirements
Education / Qualifications	Good standard of education, qualification in a relevant field or equivalent experience	Customer services qualification and/or training
Experience / Knowledge	Experience of working in a customer facing environment and meeting customer needs Successful experience of meeting key performance indicators (KPI's) ensuring customers receive prompt and effective service Experience of working and collaborating across multiple teams. Experience of undertaking a range of administrative activities across multiple platforms (MS Outlook, Teams, web pages, CRM systems). Experience of taking a pro-active approach to work and the completion of duties and responsibilities within the required timescales	Experience of working in Further or Higher Education or large complex organisation Experience of working/studying in a diverse, multicultural environment Knowledge of the equality act and its practical applications in providing services to disabled students
Skills / Personal Requirements	Excellent interpersonal skills and personal confidence, appropriate for communicating in a busy support focused environment Ability to manage a demanding and diverse workload Self motivated to maintain highest standards of service Positive attitude and 'can do' approach withcommitment to team work A methodical approach; an aptitude for accuracy and attention to detail Empathic, tactful, diplomatic and confidential approach towards students and staff Excellent IT skills and knowledge of MS Office (Excel, Word, Outlook) and MS Teams Strong organisational skills with attention to detail and high level of accuracy and consistency Ability to work effectively as part of a team as well as on own initiative. Good numerical skills to support data analysis and reporting Ability to develop and maintain good working relationships across departments	Competent with Photoshop, Adobe creative cloud and video editing software An international perspective with an interest in language learning. Able to work creatively and confidently with respect to service enhancements. Knowledge of DSA and other grant funding schemes available to students with disabilities