

Job Description

Faculty/Directorate/Service Area:	Education Services
Job Title:	Student Cases Assistant
Department/Subject:	Student Academic Services
Salary:	Grade 4 £22,681 - £24,533 per annum together with NEST pension benefits
Hours of work:	35 hours per week.
Number of positions:	1
Contract:	Fixed Term until 31/12/2024
Location:	This position will be based at the Singleton Campus

Main Purpose of Post	<p>The primary aim of the Student Cases Assistant will be to provide administrative support for the Student Cases Team encompassing a wide range of duties focused on providing excellent customer service and enhancing the student experience. The post-holder will provide general support for the administration of regulations pertaining to student cases within an innovative, enhancement-focused team. This will involve working closely with the Student Cases Manager and Student Cases Officers dealing with Schools/Faculties, Professional Services and students and responding to queries on a daily basis. The post-holder will provide support for University level Committees and working groups, and will be required to liaise with a wide range of stakeholders at all levels, arranging meetings, preparing agendas and uploading papers prior to meetings. The post-holder will also provide secretarial and clerical support for student cases (including Academic Appeals, Fitness to Practise, Disciplinary, Complaints and Final Reviews) to ensure the smooth running of a busy office.</p> <p>The post holder will also</p> <ul style="list-style-type: none"> • Deliver excellent customer service to all stakeholders at all times and act as front-line contact for all staff and students, where required. • Maintain and develop procedures and systems to support the work of the section. • Make positive contributions to the development, delivery, implementation or enhancement of systems, processes and projects to enable provision of a high quality student experience. • Engage with internal stakeholders in the delivery of the area of work to ensure effective working relationships. • To work in partnership with Professional Services, Schools/Faculties, the Students' Union and Student Representatives etc. to support the delivery of a high quality service. • To share best practice with colleagues. • Assist with the production of management information reports as required. • Deliver and support Education Services procedures and systems. • Maintaining spread sheets and databases as required. <p>Specific Duties</p> <ol style="list-style-type: none"> 1. To provide support for the administration of student cases including updating the relevant systems, producing spread sheets, resolving queries, word processing, photocopying, filing, enhancement of procedures and dealing with general correspondence. Attention to detail is imperative. 2. To understand and explain regulations and procedures relating to student cases, as the first point of contact for a range of stakeholders 3. To manage a range of central email addresses and ensure that colleagues respond and take action in good time. 4. To support the development of online publications and communications approaches, including maintaining/uploading documents and managing SharePoint pages.
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	<p>5. To provide administrative support for the management of University Committees, including organising meetings, preparing agendas, uploading papers and following up actions.</p> <p>6. To provide administrative support the work of the section relating to attendance monitoring and to provide reports, as directed by the Student Cases Manager.</p> <p>7. To provide general advice to stakeholders on regulations and procedures relating to student cases.</p>
<p>General Duties</p>	<p>General Duties</p> <ol style="list-style-type: none"> 1. To fully engage with the University’s Performance Enabling and Welsh language policies 2. To promote equality and diversity in working practices and to maintain positive working relationships. 3. To lead on the continual improvement of health and safety performance through a good understanding of the risk profile and the development of a positive health and safety culture. 4. Any other duties as directed by the Director of Education Services or the Head of Student Academic Services expected within the grade definition
<p>Professional Services Values</p>	<p>All Professional Services areas at Swansea University operate to a defined set of Core Values - Professional Services Values and it is an expectation that everyone is able to demonstrate a commitment to these values from the point of application through to the day to day delivery of their roles. Commitment to our values at Swansea University supports us in promoting equality and valuing diversity to utilise all the talent that we have.</p> <p>We are Professional We take pride in applying our knowledge, skills, creativity, integrity and judgement to deliver innovative, effective, efficient services and solutions of excellent quality.</p> <p>We Work Together We take pride in working in a proactive, collaborative environment of equality, trust, respect, co-operation and challenge to deliver services that strive to exceed the needs and expectations of customers.</p> <p>We Care We take responsibility for listening, understanding and responding flexibly to our students, colleagues, external partners and the public so that every contact they have with us is a personalised and positive experience.</p> <p>Commitment to our values at Swansea University supports us in promoting equality and valuing diversity to utilise all the talent that we have.</p>
<p>Person Specification</p>	<p><u>Essential Criteria:</u></p> <p>Values</p> <ul style="list-style-type: none"> • Demonstrable evidence of taking pride in delivering professional services and solutions. • Ability to work together in an environment of equality, trust and respect to deliver services that strive to exceed the needs and expectations of customers. • Demonstrable evidence of providing a caring approach to all of your customers ensuring a personalised and positive experience. <p>Qualifications</p> <ul style="list-style-type: none"> • Sound basic education, including a minimum of Grade ‘C’ in Maths and English or equivalent work experience. <p>Experience</p> <ul style="list-style-type: none"> • Experience of delivering effective professional services

- Ability to work to a high degree of accuracy.
- Demonstrable experience of organising meetings/events.

Knowledge and Skills

- Excellent communication skills, both verbal and written, and the ability to present information in a clear and accurate manner to varied audiences and stakeholders.
- Excellent organisational and time management skills with ability to use own initiative and resolve problems on a day-to-day basis and prioritise work to meet deadlines.
- Ability to explain information that needs careful explanation or interpretation to help others understand
- Ability to show sensitivity to students who may need help, or who are showing signs of obvious distress.
- Ability to work with minimum supervision to achieve defined outcomes.
- Ability to understand and explore customers' needs and adapt the service accordingly to ensure the usefulness or appropriateness and quality of service.
- Ability to apply discretion and sensitivity in handling confidential information.
- Ability to use initiative and problem solving to resolve day-to-day problems relating to own area of work.
- Good IT skills and an understanding of how systems can be used to enhance processes.

Desirable Criteria:

- **Welsh Language:** Level 1 – 'a little' (you do not need to be able to speak any Welsh to apply for this role) *e.g. pronounce Welsh words, place names, department names. Able to answer the phone in Welsh (good morning / afternoon). Level 1 can be reached by completing a one-hour training course.*
- Understanding or working knowledge of systems development, web management and publishing.
- Experience of working within the area of student cases and demonstrable awareness of basic principles, regulations and practices relating to student cases.
- Experience of working within an education and/or service focused environment.

Additional Information

Informal enquiries: Natalie Wathan (N.A.Wathan@swansea.ac.uk).

