



Student Administration Assistant

Job Specification

Job Description

Employment status:	Permanent, full time.
Hours:	Full time hours at Al-Maktoum College are 36.25 per week, Monday to Friday 9.00am to 5.15pm. Occasional work is required out with these days with time off in lieu.
Location:	124 Blackness Road, Dundee, DD1 5PE. The role is based full-time at the College.
Department:	Admissions and Student Recruitment
Line Manager:	Student Administration Officer
Liases with:	Student Administration, Academic Registrar, Academic Staff, Events Co-ordinator, Janitorial Team,
Visa Eligibility:	The College is unable to sponsor the employment of international workers in this role. International applicants will therefore be unable to apply for and secure a UKVI Skilled Worker Visa.

Summary of the Role

The primary purpose of this role is to provide support in all aspects of the student journey: from initial enquiry to graduation; to facilitate high-quality service with all student related matters.

Split across several functions you will have a wide number of duties within the Admissions Team. These will include responding to student enquiries, processing applications within the digital admissions system, maintaining the Virtual Learning Environment (VLE) and ensuring the student gets the most from their learning experience.

Duties and responsibilities

Admissions

- Responding to student queries, digitally processing applications to study,
- Emailing materials to prospective students.
- Dealing with national and international students' admission, understanding the UKVI requirement for international applicants.
- Maintaining regular contact with prospective students, giving information and advice on academic and procedural matters.
- Preparation of welcome information for new students and support the initial induction of students.

Student Administration

- Carrying out student administration duties including: responding to student queries, processing applications to study, preparation of welcome packs for new students, collecting student assignments etc.
- Assist with the maintenance of the College's Virtual Learning Environment (Moodle), ensuring all relevant units are created for teaching staff each semester; add students to the appropriate units; publish relevant exam and assessment dates which includes ensuring Turnitin links are available in advance of submission dates.
- Assist with the collation of all programme, unit, and student data, which includes exam and assessment results and ensure they are accurately recorded and maintained within the Student Record System (SRS).
- Supporting the initial induction of students admitted to the College and then advising and helping support them in conjunction with academic and administrative colleagues.
- Strengthen the relationship between students and the Student Administration Office, by acting as a visible point of contact and actively encouraging students in their day-to-day activities.
- Maintaining the College's academic filing and record system efficiently and effectively, to conform to the quality assurance requirements of the SQA, the QAA along with the guidelines recommended by the UK Visas and Immigration.
- Working with students to help them get the most out of their learning experience.
- Acting as a point of contact for anything relating to teaching support.

General

- To work as part of the College's general administration team, covering core duties such as reception cover, library issue and general administration, if required.
- Assist with the organisation of academic meetings.

Line management responsibilities

There are currently no line management responsibilities for this post.

Financial accountabilities

Not applicable for this role.

Person Specification

To fulfil your role, you will need certain knowledge, skills and competencies. The following competency specification provides a framework within which your performance will be assessed.

The competencies set out below are essential and are core requirements needed to perform the role and any candidate who fails the requirement will not be taken forward for further assessment or to interview.

Competency**Identified by****Knowledge and Experience**

Proven experience in an administration role

Interview

A good standard of education to HNC/HND level or 12 months experience in similar role

Application/Interview

Has an active approach to continuing professional development/undertaking training as appropriate for personal and professional development.

Application /Interview

Competency**Identified by****Skills, knowledge, and aptitudes**

Communication:

Can demonstrate the ability to communicate clearly and concisely.

Application /Interview

An understanding of the confidential nature of student administration.

Excellent written and oral communication skills with an excellent command of the English language.

Planning and Organisation: A proven ability to work independently, using own initiative; to have close attention to detail, to work under pressure and to tight deadlines.

Application /Interview

Initiative and Problem Solving: Can demonstrate the ability to initiate processes and procedures to resolve new problems.

Application /Interview

Excellent IT skills including substantial experience of and confidence with Microsoft Office packages, and preparedness to learn new applications as required.

Application /Interview

Be a team player and can integrate well into a team environment, contributing to the team effort as required.

Application /Interview

Training: You must be prepared to undertake compulsory online training should you be appointed. This annual training includes: GDPR for Education; Bully and Harassment in the Workplace; Equality and Diversity; Fire Safety in Education; H&S in Education; Working with DSE equipment.

Application /Interview

Ongoing role specific training will be required.

Benefits

- Salary is £23,502 per annum, Full time equivalent.
- 34 days paid holiday (this includes public holidays and paid closure days)
- Pension scheme (auto-enrolment to the People's Pension). You may opt-out.
- Paid sick leave
- Mental health and wellbeing support
- Ongoing training and professional development
- Parking provision
- 50% of gym membership paid retrospectively

Application Process

By email to hr@almcollege.ac.uk

Please include the following documents:

- A covering letter outlining your suitability for the role with your salary details
- A completed application form
- Any other appropriate information

Informal discussion

For an informal discussion about the role please contact Dr Alaa Garad, Director of Academic Programmes by email a.garad@almcollege.ac.uk.

For any other enquiries please contact HR on 01382 908070 or email

No Agencies – we do not use agencies, nor do we accept agency CV submissions.

Closing date

Monday 13th March 2023

Applicants may be interviewed as and when applications are received, so you may be invited to interview ahead of the closing date.

Interview date

Date for interview will be advised to you later in this process.

There may be a two-stage interview process, held on different dates.