

JOB DESCRIPTION

Job Title:	Student Support and Wellbeing Administrator/Receptionist
Job Ref:	LIB892
Service:	Library and Student Support
Campus:	Hendon
Grade:	4
Starting Salary:	£26,661 per annum including London Weighting inclusive of Outer London Weighting rising to £29,913 per annum incrementally each year.
Hours:	35.5 hours per week, actual daily hours by arrangements
Period:	Fixed Term Maternity Cover – up to 11 Months
Reporting to:	Office Manager

Overall purpose

- The post holder will provide professional administrative support to a number of Student Support and Wellbeing Services. Developing particular knowledge of one core areas of work, the administrator will be required to work across all three services:

- a) Counselling and Mental Health
- b) Disability and Dyslexia Support services
- c) North London Regional Access Centre.

- At high volume periods, the post holder may be required to work across other strands of Student Support Services and provide adequate cover in the absence of other administrative staff.
- The post holder will represent the services acting as the initial point of contact, responding to enquiries by phone, person and email, both within and outside the University.
- They will act as the initial point of contact on a range of issues which affect students' University experience, doing so with sensitivity, with respect for confidentiality, resolving most enquiries, and appropriately referring others onto specialist advisors and practitioners. Weekend and evening work may be required.

Service Context:

- Library and Student Support (LSS) provides a wide range of support services to students, including Library and Student IT support, Student Support and Wellbeing Services (SSWB), Library and Learning Enhancement and the Museum of Domestic Design and Architecture.
- This post lies within Student Support and Wellbeing Services, in which the following services are located: UniHelp, Counselling and Mental Health (CMH), Disability and Dyslexia Support (DDS), Student Welfare Advice (SWAT), International Student Advice (ISAT) and the North London Regional Access Centre (NLRAC). The post holder will predominantly provide administration for:
 - *Disability and Dyslexia Support (DDS)* – The DDS Service supports and advises disabled students and those with specific learning difficulties on how best to access their studies. They make recommendations to departmental staff on reasonable adjustments and ensure that being disabled does not create an obstacle to students' learning. The DDS incorporates the North London Regional Access Centre and its satellite centres, providing assessments for Disabled Students' Allowances.
 - *Counselling and Mental Health (CMH)* – The CMH team provides individual support frameworks for students presenting with mental health issues and students dealing with immediate crises or longer-term difficulties affecting their lives in general or University life. They offer practical advice and guidance to School and Service colleagues on identifying and making appropriate referrals for students with mental health concerns.

Principal Duties:

1. Respond, acting as first point of contact and offering excellent customer service and experience, to enquiries from students, staff, suppliers and external agents, on the phone, in person and by email about Student Support and Wellbeing Services.
2. Contact students by phone, email and text to give key information, confirmation and reminders of upcoming appointments and follow up requests for medical evidence, Disability Support Allowance (DSA) entitlement letters and failed appointments.
3. Provide effective administration for the services including: book service appointments and rooms, via the University's system, and liaise with specialist practitioners to allocate booked work.

4. Maintain accurate and up to date appointment and booking schedules for the services.
5. Maintain accurate records of students learning plans and agreements.
6. Take minutes of meetings
7. Collate data reports for weekly, monthly and annual reporting for internal and external audit and performance monitoring requirements and actively contribute to collaborative decisions about improvements in processes and systems for the services.
8. Explain the processes and systems which enable students' to access and register with Student Support Services and the registration requirements, eligibility criteria and application process for the Disabled Students' Allowance (DSA).
9. Work proactively and flexibly to assist the team in meeting task deadlines and targets and handover any information, task details to administrative and other colleagues in a timely manner.
10. Work collaboratively with colleagues within the team and the wider University, seeking to quickly resolve any potential concerns in the best interests of students and brief specialists on changes to administrative processes.
11. Liaise with the LSS Communications Team and other business partners, to assist in maintaining the accuracy and currency of website pages, service information leaflets, help-sheets and other relevant communications and participate in events.
12. Liaise with LSS IT Support Team and raise logs to resolve any issues with the University's system.
13. Contribute to the creation of accessible resources and specialist information – including social media feeds about the services and encourage students and staff to refer to the range of information available.
14. Liaise with internal customers (including colleagues in the LSS Administration and Finance Team) students and staff, and external bodies to provide accurate information about support provided and invoices raised, as appropriate.

15. Maintain the service environment – ensuring that it is welcoming and in excellent condition at all times, that information on display is current and well-presented and any issues relating to the safety and security of the service premises are immediately reported.
16. Comply with the requirements of General Data Protection Regulations (GDPR) in the handling of personal data and maintain strict confidentiality, treating clients with dignity and respect at all times

Note:

17. As duties and responsibilities change, the job description will be reviewed and amended in consultation with the post-holder
18. The post-holder will carry out any other duties as are within the scope, spirit and purpose of the job as requested by the line manager.
19. The post-holder will actively follow Middlesex University policies including Equality & Diversity policies

PERSON SPECIFICATION

Job Title: Student Support and Wellbeing Administrator/Receptionist
Campus: Hendon
Grade: 4

The essential criteria will be used to assess all potential candidates for this vacancy. The evidence you provide and the examples you give showing how you meet each of the essential criteria will be assessed as part of the selection process.

Essential Requirements

- Educated to GCSE level or an equivalent standard or relevant office work experience.
- Evidence of continuing ability and willingness to learn
- Demonstrable experience in a similar role, in administrative environment
- Experience of maintaining office systems and working within service frameworks
- Experience of providing excellent customer service
- Evidence of excellent oral and written communication skills, with a high standard of written English
- Demonstrable experience of being able to work accurately and methodically under pressure with attention to detail at all times.
- Excellent organisational skills and ability to prioritise effectively to meet deadlines
- Flexibility to be able to effectively multi task across a range of frontline and administrative activities, working well in a team.
- Ability to work effectively on your own initiative to solve problems.
- Ability to effectively interpret and explain complex processes to others.

- Numeracy with the ability to deal with statistics and financial records ensuring accuracy.
- Excellent IT skills, including Word, Excel, Outlook, social media and the ability to work with a variety of software packages and databases.
- Ability to maintain confidentiality and adhere to data protection and information security regulations at all times
- Personal resilience when working in a demanding environment.
- Empathic and able to deal sensitively with disabled students and/or students in distress
- Demonstrable commitment to fairness and the principles of equality and inclusion.

Desirable Requirements:

- An interest in own and others' continuing professional development
- Experience of working face to face with people who may be in distress or with a range of disabilities or mental health conditions.
- Experience of working within the higher education sector.

Selection of the best candidate will be based on an assessment against the person specification in line with the University's Staff Recruitment and Selection Policy

Fixed Term Contract

This temporary appointment is for the following allowable reason: *(please choose)*

- To provide cover for the Student Support and Wellbeing Administrator/Receptionist *who* is on maternity leave. The exact date of termination of this contract will depend on the date of the substantive postholder's return to work.

If you are applying as an internal candidate to do the temporary post as a secondment please discuss this with your line manager first and read our [Secondment Guidelines](#).

MU Services Limited

Middlesex University has established a wholly owned subsidiary, MU Services Limited, to provide professional services to the University. Staff of MU Services Limited will work alongside Middlesex University staff and will be employed by MU Services Limited. All University policies and procedures and the University Professional Services Staff Handbook will apply to MU Services Limited staff during their employment, unless where expressly stated otherwise.

Fixed Term Contract

This temporary appointment is for the following allowable reason:

- To provide cover for the Student Support and Wellbeing Administrator/Receptionist who is on maternity leave. The exact date of termination of this contract will depend on the date of the substantive postholder's return to work.

Therefore, this appointment has a defined end date of when the substantive job-holder returns to the job.

If you are applying as an internal candidate to do the temporary post as a secondment please discuss this with your line manager first and read our [Secondment Guidelines](#).

Hours: 35.5 Hours per week will be according to your contract.

Annual Leave: 25 days annual leave pro rata plus the equivalent of 7 University days and 8 Bank Holidays which may need to be taken as time off in lieu

Flexibility: Please note that given the need for flexibility in order to meet the changing requirements of the University, the duties and location of this post and the role of the post-holder may be changed after consultation.

No Parking at Hendon campus: There are no parking facilities for new staff joining our Hendon campus, except for Blue Badge holders.

Information on public transport to Hendon can be found here:

<https://www.mdx.ac.uk/get-in-touch/directions-london>

We offer an interest-free season ticket loan, interest-free motorbike loan, and bicycle and motorbike parking and changing facilities.

We value diversity and strive to create a fairer, more equitable work environment for our staff and students.

We offer a range of family friendly, inclusive employment policies, flexible working arrangements, staff diversity networks, campus facilities and services to support staff from different backgrounds.

The postholder should actively follow Middlesex University policies and procedures and maintain an awareness and observation of Fire and Health & Safety Regulations.

Middlesex University is working towards equality of opportunity. Flexible working applications (including part-time working) will be considered.

What Happens Next?

If you wish to apply for this post please return to the portal and click on Apply Online.

If you wish to discuss the job in further detail please email Victoria Medcalf, Office Manager, V.medcalf@mdx.ac.uk.

If selected for interview, you will hear directly from someone in the Service, usually within 3 weeks of the closing date.