



Birkbeck
UNIVERSITY OF LONDON

JOB DESCRIPTION AND PERSON SPECIFICATION



JOB DESCRIPTION

Job title: Student Success Assistant

Faculty/Department: Education Directorate

Reports to: Head of Access

Grade: 4

PURPOSE OF THE JOB

The Student Success Assistant will provide key administrative support to the Student Transition and Success team, ensuring excellent outcomes for students as they prepare for and transition into university study, via pre-entry programmes and on-course activities and support.

Areas of focus will include pre-entry communications, on-campus events, information, advice and guidance for students to enable them to feel confident and settled at Birkbeck ahead of their first term, as well as term time mentoring, peer support and student belonging events, delivered across the academic year.

The team are responsible for other areas of student support and success, including the delivery of the Birkbeck's Access and Participation Plan, and the management of the College's University of Sanctuary work, supporting students from a forced migrant background and working strategically across the University to embed best practice in building an inclusive and accessible institution for forced migrants, whether staff, students or visitors to Birkbeck.

The focus of your role will be in providing administrative support to our students pre-entry and transition programmes and contributing to the University of Sanctuary strategic and operational work.

You will work closely with our Student Transition and Success Officer and our Sanctuary Programme Manager, supporting with the coordination of Birkbeck's Sanctuary Scholarship programme and with the wider University of Sanctuary work.

MAIN DUTIES

Departmental Administrative Support

- Provide administrative support to ensure the smooth running of operations within the Student Transition and Success team.
- Provide general office management to the team including keeping stock of merchandise and stationery requirements; liaising with Business information services; ordering equipment for new or existing team members; managing the team's incoming and outgoing mail; responding to emails sent to the team shared mailbox.

- Provide financial administration for the team, including raising requisitions and processing transactions. Supporting colleagues to manage their budgets through regular reporting and use of Business World.
- Provide specific administration support for designated project work within the department, including but not limited to Student Transition and Success, University of Sanctuary and APP work.
- Service meetings and project groups as required by the team.
- Schedule meetings, send through agendas and take minutes of meetings as and when required.

Communications

- Support with the creation of and ordering of resources that promote the activities of the department, ie. leaflet creation.
- Support with the design and scheduling of email communications to prospective and current students.
- Support with the promotion of student success activities across the College.
- Support the promotion of University of Sanctuary activities across the College.

Service Delivery

- Assist members of the department with programme delivery, eg. liaising with and responding to queries from Sanctuary Scholarship or BBK Chat students and signposting to relevant internal and external services as required.
- Support with the recording of event and project lifecycles as required by the department, including occasional evaluation of related activities .
- Maintain accurate and up-to date records.
- Support wider Education Directorate colleagues where required.

Planning and Resources Management

- Provide administrative support to the department including data entry, processing finance paperwork, raising invoices, booking rooms and supporting events.
- Manage the department events diary and ensure adequate staffing levels and resources are in place and adequately planned for.
- Ensure that the team's contact database is kept updated.
- Effectively plan and prioritise own workload on the basis of the requirements of the role and the department, and ensure that deadlines can be met, working with minimal supervision from the line manager on the execution of tasks once guidance has been given.
- Ensure accuracy and attention to detail when supporting the department in all monitoring and tracking, including processing, monitoring and evaluation of data.
- Ensure that as part of organising workload, timely feedback is provided to the line manager especially where deadlines are involved.

Please note that this job description reflects the core activities of the role and as the College and the post holder develops there will inevitably be changes in the emphasis of duties. It is expected that the post holder will recognise this and adopt a flexible approach to work and to participate in training.

WORKING RELATIONSHIPS AND CONTACTS

The post holder will be expected to maintain good relationships with internal and external contacts as required. They will be in regular contact with the Head of Access, Student Transition and Success Officer and the Sanctuary Programme Manager, as their direct colleagues. They will also work with colleagues in other areas of the Education Directorate, current students, academic and professional service staff.

Occasional liaison with academic boards or working groups in relation to Student Transition, Sanctuary or APP may be required.

GENERAL RESPONSIBILITIES – Universal to all Birkbeck roles

- To adhere to the College's Equal Opportunities policy in all activities, and to actively promote equality of opportunity wherever possible.
- To be responsible for your own health and safety and that of your colleagues, in accordance with the Health and Safety at Work Act (1974) and relevant EC directives.
- To work in accordance with Birkbeck's data protection policies, and relevant current data protection legislation.
- To undertake such other duties as may be reasonably expected.

PERSON SPECIFICATION

Candidates will be able to demonstrate the following:

KNOWLEDGE	E or D
Good knowledge and understanding of administrative systems and office work	E
Commitment to and able to demonstrate knowledge of equality and diversity issue	E
Knowledge and understanding of widening access and social mobility within Higher Education	D
TECHNICAL AND/OR WORK-BASED SKILLS	
Excellent IT skills including use MS 365, competent use of Excel, use of CRM and email campaign programmes, data tracking software and integrated financial and personnel management systems such as Business World	E
Accurate keyboard and data entry skills	E
Well-developed organisational skills	E
GENERAL SKILLS AND ATTRIBUTES	
Excellent interpersonal skills with the ability to work flexibly as part of a team	E
Excellent customer service skills	E
Ability to prioritise work and manage your own time	
Proven ability to work with a high degree of accuracy in detailed work	E
EXPERIENCE	
Proven administrative work experience	E
Experience of working in a higher education environment	D
Experience of supporting project work	D
QUALIFICATIONS	
Educated to level 3 or above	E
Minimum of GCSE grade C in Maths and English or equivalent.	E

E = Essential / D = Desirable

FURTHER INFORMATION

Salary:

£14,696 rising to £16,481 per annum (actual) (0.5/50% of £29,392 - £32,962 per annum FTE).

The salary, as shown above, is pro rata for this part time post and is on the College's London pay scale, which includes a consolidated weighting/allowance, which applies only to staff whose normal contractual place of work is in the Greater London area.

Hours:

17.5 hours per week (0.5 FTE)

Working pattern:

TBC

Probation period:

6 months

Duration of post:

Open-ended contract

HOW TO APPLY

Closing date:

11.59 PM on 14 July 2024.

Interview arrangements:

Interview date is Wednesday 24 July 2024.

The selection process will involve:

- A panel interview

Start date:

2 September 2024.

To apply for this position please go to our online [recruitment portal](#).

Please ensure your application includes full details of your employment history, education and qualifications, and recent development. For some roles, this will be collected in the application form, for others you will be asked to include this in a professional CV, which can be uploaded.

If you would like to know more about the role, please contact Isabelle Habib, Access Manager, at i.habib@bbk.ac.uk

RIGHT TO WORK IN THE UK

This post is not eligible for sponsorship. Successful applicants will need to demonstrate their right to work in the UK via another means.

HELP AND ASSISTANCE

If you are having difficulties accessing the recruitment portal, please email jobs@bbk.ac.uk.

OUR COMMITMENT TO EQUALITY AND DIVERSITY

The College is committed to providing the highest quality academic and working environment where all staff, students, visitors and contractors are welcomed respected and treated in a fair, consistent and non-discriminatory manner. The College is proud of its diversity and welcomes applications from all sections of the community. No one will be treated unfairly because of their sex, race, disability, sexual orientation, age, religion or belief, carer status, political belief, pregnancy/maternity, social class, gender identity or marital/civil partnership.

Birkbeck is a member of the 'positive about disability' Disability Confident scheme and will interview all candidates who both declare a disability within the meaning of the Equality Act 2010 and meet the minimum essential criteria for the post, subject to any limits on the overall number of interviews.

Birkbeck is a member of Advance HE, holds an institutional Bronze level Athena SWAN award, is a Mindful Employers Charter signatory and subscribes to Stonewall's Diversity Champions.