



Faculty Student Support Officer

Reference:	EHA0961B-0123
Salary:	£25,642 - £27,929 per annum, pro rata Grade 5, Points 19-22
Contract Type:	Fixed Term for 2 months
Hours:	Full Time (36.25 hours per week)
Location:	Ormskirk
Accountable to:	Pro Vice-Chancellor and Dean of Education
Reporting to:	Faculty Head of Academic Services



The Faculty

The Faculty of Education at Edge Hill University is one of the most significant and innovative providers of education and training for the children and adult education workforce in the country. In addition, the Faculty offers an experience that provides students with the ability to achieve a highly successful career either working with young people and adults or by continuing with their studies as postgraduate researchers at Master's or Doctorate level. It is committed to producing graduates and professionals who are capable, reflective and ethical practitioners.

Reporting to the Faculty Head of Academic Services, and with operational accountability to the Pro Vice-Chancellor and Dean of Education, the Faculty Student Support Officer provides the essential support to the Faculty Head of Academic Services, in ensuring that Faculty processes for student enrolment, registration, assessment, progression, award and conferment are carried out within agreed University regulations and procedures to support and enhance the student experience. Grounded in registry functions, this post will work across a variety of teams and have a secondary key role in supporting intersections between the student experience, policy and regulation and the Faculty's quality standards and review work.

About the Role

The Faculty Student Support Officer will support the Faculty Head of Academic Services in providing administrative leadership in the areas of policy and regulation across the Faculty. In this role, you will work closely with colleagues across the Faculty, in particular the Faculty Quality Officer and in other services to ensure Faculty and University policies and procedures are adhered to and continually enhanced within the Faculty.

The Faculty Student Support Officer will be responsible for the management, delivery and development of a designated number of high quality administrative services to support the student journey. A key element of the role will be working closely with the Faculty Head of Academic Services to manage the administration and identify and address development needs in relation to Faculty staff understanding of assessment, progression and award across all Faculty standard and non-standard provision.

You will be a reflective practitioner, appropriately reviewing and critiquing systems to achieve best value. They will use initiative, tact and problem-solving skills to resolve issues in a time critical manner and undertake mediation where required.





You will deputise for the Faculty Head of Academic Services and Faculty Quality Officer when appropriate.

Duties and Responsibilities

1. Provide high-level professional, discreet, and confidential support to the Faculty Head of Academic Services in areas to include student assessment and progression, staff advice and data returns.
2. Support the Faculty Head of Academic Services in managing the administrative arrangements relating to Faculty Module Assessment and Reassessment Boards, including;
 - a. Timely production of the assessment schedule and board constitutions,
 - b. Work closely with Professional Support team leaders to manage the timely mark entry process for all module assessment and reassessment boards on standard and non-standard provision
 - c. Oversee quality checks to result in a minimum number of mark amendments.
3. Take responsibility for maintaining a database of Frequently Asked Questions for Registry functions for use across Faculty to support staff development.
4. To work with the Faculty Quality Officer to plan, co-ordinate and service meetings of the Faculty Module Approval Panels (MAP) and Faculty internal reviews and quality events.
5. To support the monitoring, correction and updating of module and programme specifications on the university's electronic validation system (E-Val), and other Faculty quality management and enhancement processes and documentation, including the External Examiner process.
6. To write detailed reports on specialist matters in a timely manner, e.g. internal reviews of registry and quality functions.
7. To provide advice to academic and professional support colleagues on the Academic Regulations as and when required, including at Module Assessment Boards in the absence of the Faculty Head of Academic Services, and also in relation to Faculty quality management and enhancement processes (in the absence of the Faculty Quality Officer) ensuring adherence to Institutional policies and regulations.





8. To administer and act as secretary to the Recognition of Prior Learning Panel and the Exceptional Mitigating Circumstances/Repeat Years Panels, and the Re-assessment of professional practice panels, all of which are sub-committees of Module Assessment Boards.
 9. Support the Faculty Head of Academic Services in the Administration of Faculty Malpractice and Fitness to Practice procedures.
 10. Be a reflective practitioner who is always alert to where enhancements could be made and proactively addressing this.
 11. To support and oversee the Faculty elements of the production of Induction Timetables, and the relevant staffing of student facing events.
 12. Deputise for the Faculty Head of Academic Services or Faculty Quality Officer as appropriate at institutional Committees, and accurately report back to the Faculty Head of Academic Services discussions and decisions made.
 13. Proactively network internally, building close relationships with key colleagues in central service areas, and within and across Faculties, to ensure highly effective working relationships across the institution
 14. Build good external networks through appropriate external forums and groups.
 15. Any other grade appropriate task or project work which may be delegated from the Faculty Head of Academic Services.
- 1.

In addition to the above all Edge Hill University staff are required to:

- a) Adhere to all Edge Hill's policies and procedures, including Equality and Diversity and Health and Safety
- b) Respect confidentiality: all confidential information should be kept in confidence and not released to unauthorised persons
- c) Undertake appropriate learning and development activities as required
- d) Participate in Edge Hill's Performance Review and Development Scheme
- e) Adhere to Edge Hill University's environmental policy and guidelines and undertake tasks in a sustainable manner
- f) Demonstrate excellent Customer Care in dealing with all customers





Eligibility

Candidates should note that shortlisting will be based on information provided on the application form with regard to the applicant's ability to meet the criteria outlined in the Person Specification attached.

Internal staff wishing to apply for a fixed term role as a secondment opportunity must discuss this with their existing line manager before applying.





Please note that applications will be assessed against the Person Specification using the following criteria, therefore, applicants should provide evidence of their ability to meet all criteria.

Methods of Assessment include Application Form (A), Supporting Statement (S), Interview (I), Test (T) & Presentation (P).

		Essential	Desirable	Method of assessment (A/S/I/T/P)
Qualifications				
1.	Educated to degree level or equivalent work experience	*		A
Experience and Knowledge				
2.	Knowledge and experience of working within the Higher Education sector and significant understanding of current challenges and opportunities within the sector		*	S/I
3.	Experience of managing, interpreting and analysing complex information in the form of spreadsheets and student record databases	*		S/I
4.	Understanding of quality assurance issues, processes and procedures within the Higher Education Sector		*	I
5.	Experience of creating a supportive culture and ability to relate to staff at all levels by demystifying complex information, challenging uncertainty and building confidence in colleagues	*		P/I
6.	Experience of high-level planning, organising and prioritising work with the ability to lead projects		*	S/I
Abilities and Skills				
7.	Ability to use Microsoft Office with competence in word processing and data analysis via Excel	*		S/I
8.	High levels of accuracy & attention to detail, working under time pressure, and managing conflicting deadlines	*		S/I
9.	Ability to be solution focused, pro-active and to use own initiative, working independently and as part of a team	*		S/I





10.	High level of written and oral communication and interpersonal skills, with the ability to develop effective working relationships across all levels within the organisation	*		S/I
11.	Ability to be flexible to the needs of the role and cope with uncertainty and change whilst being forward looking and willing to contribute positively to continuous improvement and change in the workplace	*		S/I
12.	Ability to maintain total confidentiality	*		I
13.	Emotional resilience and self-awareness and ability to demonstrate high levels of customer care and sensitivity to others		*	I





How to Apply

When you are ready to start the formal application process, please visit our [Current Vacancies page](#) and click 'vacancies', search for the role you wish to apply for, and click 'Apply Online'. The online application form can be completed in stages and can be revisited at any time. The form automatically saves as you enter your information, and it is simple to move backwards and forwards throughout at any time prior to submission. Help is available at each stage to guide you through the form. Before final submission, you can preview your application and can then choose to refine or submit the form.

Please refer to the advert for the closing date for this vacancy, all applications must be submitted by 11:59pm on this date. Following the closing date, we will contact you by email to let you know whether or not you have been shortlisted to participate in the next stage of the selection process. We try our best to inform all applicants within two working weeks following the closing date.

Application > Shortlisting > Interview > Outcome

For informal enquiries about this vacancy, you may wish to contact: Kate Burrell, Faculty Head of Academic Services at Burrellk@edgehill.ac.uk

At Edge Hill University we value the benefits a rich and diverse workforce brings to our community and therefore welcome applications from all sections of society.

