

## University of London Job Specification

**Job Title:** Student Services Support Officer

**Department:** International Academy

**Section:** Student Services: Assessment & Inclusive Practice

**Level:** Level 4

<b>Job Purpose:</b>	<p>The Support Officer will play a key role in coordinating requests from students with specific access and study requirements. Working closely with the Inclusive Practice Manager, responsibilities will include: monitoring and collating special examination and study provision requests; assessing requests against procedural norms; liaising with colleagues across the International Programme, Lead Colleges and third party organisations; committee servicing, including minute taking.</p> <p>In addition, the post holder will assist and help manage complex student enquiries and processes across a range of assessment services and will be heavily involved in the running of the University of London Examination Centre.</p>	
<b>Job Content:</b>		%
<ol style="list-style-type: none"> <li>1. To be the focal point of contact for applicants and students of the International Programmes in relation to their specific access requirements. To provide support in handling enquiries concerning special examination arrangements and study requirements from the point of disclosure, and to assist in identifying those students who may require additional help following submissions made at examination entry and continuing stages of enrolment.</li> <li>2. To liaise with relevant staff of the International Programmes to assist in ensuring that agreed alternative services and provision is made available to applicants and students within specified timeframes. This will include, but is not limited to: <ul style="list-style-type: none"> <li>• Special examination arrangements - administered by the Student Assessment Office and the established Examination Centres.</li> <li>• Alternative formats of study materials - administered by the Despatch and Publications Offices, together with other external publishers and providers.</li> <li>• Requests for special consideration - forwarded by the Admissions Office and Information Centre.</li> <li>• Specialist software requirements – in collaboration with the Information Services and Virtual Learning Environment Teams.</li> </ul> </li> </ol>		

<ol style="list-style-type: none"> <li>3. To work in collaboration with colleagues to produce briefing documents, agendas and minutes for the Inclusive Practice Arrangements Panel and assist the work of the Inclusive Practice Panel where required.</li> <li>4. To undertake a range of clerical duties related to registration and examination arrangements, including filing, photocopying, data input and checking, bulk processing etc.</li> <li>5. To work within a small team on a daily basis, to answer complex regulatory and procedural enquiries relating to assessment and Inclusive Practice, seeking advice from senior examination officers and section heads as appropriate.</li> <li>6. To assist colleagues in other sections in Student Assessment with arrangements for other subject areas as necessary and in Student Services.</li> <li>7. To play a key supporting role in the organisation and smooth running of the University of London examination Centre.</li> <li>8. Any other duties consistent with both the grade and scope of the post or reasonably required by the Inclusive Practice Manager or Senior Assessment Manager.</li> <li>9. To actively follow and promote the University of London policies, including the University's Dignity at Work and Equal Opportunities Policy and actively promote these wherever possible.</li> <li>10. To maintain an awareness and observation of fire and health and safety regulations</li> <li>11. Any other duties consistent with both the grade and scope of the post</li> <li>12. Any other duties reasonably required of the postholder by the reporting manager.</li> </ol>	
<p><b>Reports to:</b></p> <p><b>Responsible for:</b></p>	<p>Inclusive Practice Manager &amp; Head of Section: Assessment Office</p> <p>NA</p>
<p><b>Additional demands of the role:</b></p>	<p>The duties of the role may require occasionally working out of normal University hours and some UK travel. The Student Services directorate is exceptionally busy and it may not be possible to take long periods of leave at certain parts of the year, but every effort will be made to accommodate reasonable requests. You may be required (after consultation) to undertake similar and/or related duties in other International Academy offices in the Senate House or Stewart House WC1, or elsewhere in London, on an on-going i.e. long term, interim or strictly temporary basis, in accordance with the prevailing operational requirements as determined by the relevant Director or their acknowledged nominee.</p>

## Person Specification

### EXPERIENCE & PERSONAL QUALITIES

*Essential:*

- Understanding of working with a diverse student body and environment
- Experience of providing a focal point of contact for customers.

*Desirable:*

- Recent experience of working in an HE context

### TECHNICAL KNOWLEDGE & SKILLS

*Essential:*

- Organisational skills and the ability to work under pressure to meet tight deadlines
- Excellent communication skills, including ability to deal effectively and confidently with a wide range of staff, students, academics and overseas institutions
- Good IT skills, including MS Office packages.
- Accurate and confident data entry skills.

### EDUCATION & PROFESSIONAL QUALIFICATIONS

*Essential:*

- Good Standard of education, to A Level standard or equivalent

Competency Requirements	Essential	Desirable
Academic Community focus	NA	
Adapting to change	A	
Creativity and innovation	N/A	A
<i>Customer focus</i>	NA	
<i>International engagement</i>	A	
Interpersonal understanding	A	
Leadership	N/A	
Managing resources	A	
Organisational commitment	A	B
Proactivity and planning	A	
Problem solving and decision making	A	
Performance Management	N/A	
Resilience	A	
<i>Staff development and commitment to learning</i>	A	
<i>Stakeholder focus</i>	A	
<i>Striving for excellence</i>	NA	A
Working collaboratively with others	A	
<p>Competencies are scored on an A-D scale, with D representing the highest demonstration of the competency.</p> <p>For further information on each of the competencies and relevant levels, please refer to the University's Competency Model <a href="http://www.london.ac.uk/5258">http://www.london.ac.uk/5258</a></p>		