

## Job Description

# Student Support Administrator

### Position overview

<b>Department</b>	Student Support & Development
<b>Location</b>	Devon House, London (Hybrid role) - <b>Flexible remote work</b>
<b>Term</b>	Full-time; permanent
<b>Salary Range</b>	Up to £25,000 per annum, depending on experience
<b>Benefits</b>	The University supports staff maintaining a good work/life balance, offer flexible working and parental leave opportunities, an Employee Assistance Programme which provides free, confidential advice on both home and work concerns as well as optional private medical insurance, season ticket loans and being part of the cycle to work scheme.
<b>Direct Reports</b>	None
<b>Reports to</b>	Head of Student Support & Development
<b>Start</b>	1st October 2024

### The role

Our rapidly growing Student Support & Development team are looking for team administrator to provide necessary administrative support to scaffold the essential work of the service. The successful candidate will be agile and flexible, have the ability to work independently and part of a team, and have a friendly and professional manner. They are likely to be new to higher education administration and have a desire to achieve excellent results.

If you are ambitious, starting your career and have a drive to succeed then this is the perfect opportunity for you.

## Duties and Responsibilities

- General administrative duties to support the SSD such as
  - managing rotas for SSD confidential meeting rooms, First Point, student appointments and room bookings for team events and the SSD Huntline
  - organising events such as awareness day activities, such as mental health day, Open Days and Pre Departure Orientation events
  - Monitor and update Student Support and Development University website pages with Marketing.
  - Collaborate with the Student Life team to ensure enquiries from First Point are managed and recorded effectively and feedback is monitored and followed up
- Developing and maintaining excellent relationships with students, staff and external vendors.
- Supporting the Head of Student Support & Development with the day-to-day operational needs of the team.
- Ensure SSD information is accurate across all internal and external communication channels.
- Develop and maintain relationships with Student Union ensuring two-way communication
- Develop and create materials to raise awareness of healthy wellbeing and managing mental health challenges
- And other work related to the functions of student support and as assigned by the Head of Student Support

## About the University

Founded in 2012, Northeastern University London (formerly known as New College of the Humanities) has established itself as a prestigious higher education institution based in the heart of London. Northeastern University London is part of Northeastern University's Global Campus Network. Positioned as top ranking in the USA, Northeastern has campuses in Arlington, Boston, Charlotte, Miami, Oakland, San Jose, and Seattle in the USA, and Toronto and Vancouver in Canada.

After becoming part of Northeastern University's global network in early 2019, the University has undergone a period of rapid growth, having been granted Taught Degree Awarding Powers in February 2020 and moved to a new, state-of-the-art campus in 2021.

Northeastern University London offers a vibrant, collegiate community delivering broad and academically rigorous degree programmes, designed to equip graduates with the

combination of skills and knowledge that are increasingly desired by organisations, employers, and society. It offers state of the art audio visual technology in its teaching and meeting spaces across the organisation.

**Person specification criteria**

To undertake this role, the following should apply – should you not have the experience below, please do highlight where transferrable skills would assist with you undertaking the role.

- Experience
- Knowledge, Skills and Abilities
- Education, Qualifications and Training
- Personal Attributes

Person specification	Essential / Desirable
<b>Education/training</b>	
Honours degree or equivalent professional or vocational qualification	D
<b>Experience</b>	
Knowledge and experience of regulatory frameworks in Higher Education	D
<b>Skills and aptitudes</b>	
Good written communications and strong interpersonal skills to deal with individuals at various levels and a positive attitude	E
Excellent IT skills, including advanced Excel, Word, Student Information Systems, and Virtual Learning Environment platforms	E
Ability to display discretion, particularly when handling confidential documents	E
Ability to prioritise workload, exercise good time-management and the ability to work to deadlines, and excellent organisational skills	E
Ability to pay close attention to detail	E
<b>Personal Attributes</b>	
Ability to work independently and part of a team	E
Ability to work in a busy and changing environment	E

## **Additional Information**

### **Enquiries**

Informal enquiries may be made to Jas Verdi, Head of Student Support & Development, [jas.verdi@nulondon.ac.uk](mailto:jas.verdi@nulondon.ac.uk). However, all applications must be made in accordance with the application process specified.

### **Application process**

Applications should be made via [this link](#) by 23:59 on **28 August 2024**. Please reference your application "**SSA0824**". Participation in the equal opportunities section is encouraged, but voluntary.

Applications must include a covering letter of no more than one page that addresses the criteria for the role and a full curriculum vitae.

Interviews are expected to commence w/c **Monday 9th September 2024**

**Please note this role may require a basic or enhanced DBS check. Please note this role may require a basic or enhanced DBS check. Our organisation acknowledges the duty of care to safeguard, protect and promote the welfare of our students and staff, and is committed to ensuring safeguarding practice reflects statutory responsibilities, government guidance and complies with best practice and Ofsted requirements. You must adhere to the above if you are offered a role with NU London.**

Applications are welcome from all sections of the community and will be judged on merit alone. We welcome applications from all underrepresented groups, including the Global Majority. Candidates must be able to demonstrate their eligibility to work in the UK in accordance with the Immigration, Asylum and Nationality Act 2006.

**Job sponsorship: This job does not meet the requirement for a Certificate of Sponsorship under the Home Office Regulations.**