



St Mary's
University
Twickenham
London

Job Description

Job Title:	Wellbeing Administrator
Department:	Student Services – Wellbeing Service
Reports To:	Wellbeing Administration Coordinator
Grade:	E
Pay Spine:	18
Salary:	£23,754 per annum
Hours:	36 hours per week, 52 weeks per year
Term:	Permanent

School/Service Information:

Student Services at St Mary's provides a holistic approach to student welfare, advice and support. The department comprises the Wellbeing Service (Disability and Dyslexia Service and Counselling) and Student Life and Support (Accommodation Service and Student Funding Service).

Job Purpose:

To provide high quality administrative assistance in the Student Wellbeing Service and working flexibly and pro-actively with colleagues across all other areas of Student Services to ensure all students' needs are met.

Main Duties and Responsibilities:

- Support all members of the Student Wellbeing team providing high level administrative support as required
- Maintain and co-ordinate the diaries of all staff within the Student Wellbeing Service, including tutors, mentors, advisors, counsellors/wellbeing practitioners, assessors
- Maintain contact with students when appointments are missed or cancelled

- Assist with enquiries about disability support and funding, with confidence
- Assist with the pre-entry process for disabled applicants, to ensure there are effective and timely administrative support systems in place
- Liaise with students and funding bodies about Disabled Students' Allowance (DSA) and equipment requirements, as appropriate
- Provide daily administrative support and assist with the smooth running of the on-site outreach needs assessment centre, liaising with the North London Regional Access Centre to ensure that the outreach centre complies with DSA-QAG regulations
- Keep accurate records on individual support sessions delivered by the Service
- Keep accurate records relating to referrals to the Student Wellbeing Service and manage waiting lists for support
- Prepare and process invoices and re-claim rebates from funding bodies
- Prepare and process Parabilis invoices for payments and orders
- Assist with the recruitment, training and day to day co-ordination of support workers e.g. note takers
- Use ICT to maintain office systems and processes, in order to improve efficiencies
- Keep accurate and up-to-date records on students, archiving as required
- Provide statistics on student contact and take up of support in a timely manner
- Take minutes during meetings when required
- Provision of advice and guidance on Wellbeing Services and support to students, staff, parents, applicants and visitors
- Maintain close links with Student Finance England, support agencies and other relevant external bodies
- Keeping up-to-date with changes to disability support and funding, identifying opportunities that may enhance services for disabled students
- Carry out any other relevant duties as considered appropriate by the line manager

General Duties

- To have knowledge of all services within the Student Services Centre and provide a triage service to students and visitors to the Centre
- Provide administrative back-up across Student Services during periods of high demand and when cover is required to maintain service delivery to students
- Provide administrative support to the Head of Student Services as required
- Handle documentation of a highly sensitive and confidential nature, maintaining discretion at all times
- Re-draft and update information to students including forms, documents, the website, leaflets and literature relating to Student Services
- Assist with the University events such as; Open Days/Evenings and Enrolment
- Follow-up on incident reports received, communicating with relevant services as necessary
- To work collaboratively within the department of Student Services to ensure highly professional and seamless service delivery to all users
- To provide general support within all areas of Student Services and any other duties to ensure the smooth running of the Student Services Centre

St Mary's University reserves the right to change and amend this job description/person specification in accordance with the changing requirements of the organisation.

Due to the service demands of this role there are periods when annual leave may be restricted (July, August & September)

PERSON SPECIFICATION

Selection Criteria	Essential (E) Desirable (D)	Assessed by	
		Application	Interview
Knowledge and Qualifications			
Educated to A level standard or relevant qualifications / appropriate experience preferably in HE or similar role/ environment	E	X	
An understanding of data protection.	D	X	
Knowledge of Disabled Students' Allowances and other disability funding streams	D		X
Experience			
Proven high level administrative experience in a busy customer service environment.	E	X	X
Previous experience of working in a Wellbeing or supportive environment/ working with a variety of disabilities	D	X	X
Experience of improving processes	D	X	X
Experience of using social media in a professional setting to communicate with customers or clients.	D	X	
Experience of dealing with students/customers in difficult situations	E		X
Experience of liaising with external bodies	E		X
Experience of financial/ procurement procedures	E	X	
Skills and Abilities			
Excellent IT skills with experience of using a range of software, (e.g. Microsoft Office programmes) and proficient in working with computer databases.	E	X	X
Excellent communication, both verbal and written and the ability to deal effectively with internal and external staff and a wide range of users with discretion and diplomacy.	E	X	X
Excellent organisational skills with the ability to prioritise own workload, staying calm under pressure to meet challenging deadlines.	E	X	X
Self-motivated with ability to work using initiative without close supervision as well as co-operatively as a part of a team.	E	X	X
Good numeracy skills and attention to detail	E	X	X
Personal Attributes			

Possessing a flexible, proactive attitude to work in a changing environment. Working out of hours at peak times when required (occasional weekend/evening work will be required for which time off in lieu will be given).	E	X	X
Commitment to delivering excellent customer service	E	X	X
Ability to maintain a strong working relationship with academic schools and service departments internally, as well as with external clients and to be able to network with professional colleagues within the sector.	E	X	X
Ability to empathise and deal sympathetically with students experiencing difficulty or having personal problems, demonstrating a high level of personal resilience	E	X	X

University Policies and Procedures

All staff are expected to undertake their work in an inclusive, fair, safe and respectful manner, particular consideration should be given to the University values.

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