

Student Experience Administrator



At Regent's University London, we have a bold mission of reimagining education, and we're looking for talented and passionate people to help us do that.

We're ambitious, collaborative and curious in how we approach our work, each other, and the education we give our students.

Nestled in the heart of royal Regent's Park, Regent's offers a premium experience for staff and students. We champion an environment that cultivates possibility for everyone in our community.

Job description

Position details

Job title:

Student Experience Administrator

Grade:

E

Department:

Student Experience

Line Manager Job Title:

Student Experience Manager

Job purpose

The Student Experience team are responsible for providing front-line support to students using a caseload management approach to ensure that every individual student is recognised and appropriately supported, including referring students to other teams/services where necessary. Using a data-informed approach they provide proactive support in addition to managing student queries. The team are also responsible for monitoring attendance & engagement, coordinating student-facing events and activities, and supporting course teams with student-experience related matters.

The Student Experience Administrator will be responsible for working with the Student Experience Manager to implement process changes & efficiencies, including the implementation of technological solutions. To also provide administrative support to the Provost and Associate Provosts, in particular supporting the Associate Provost Learning & Teaching with Learning & Teaching related requirements.

The Regent's Way is a set of principles that guide our work and celebrate our unique offering – our strengths, our challenges and our commitment to continuous improvement.



We strive for excellence
 We don't fear failure; we learn from it
 We challenge ourselves



We're better together
 We create synergy when we collaborate
 We celebrate our successes



About people, cultures, ideas
 We're inclusive and welcoming of new perspectives
 We encourage learning and growth

Main responsibilities

1	Manage requests for documentation, including copies of transcripts, confirmation of student status letters and letters for Council Tax, Banks, Visa applications and any other relevant documentation.
2	Support the Student Experience Manager to identify and analyse process improvements and technology solutions to streamline processes and automate where possible. Following approval of the appropriate solutions the Student Experience Administrator will support with the procurement, implementation and monitoring of the solutions.
3	Support the Student Experience Manager in the creation and updating of communications, policies and guidance materials – including on the intranet & main website – to ensure that they accurately reflect & promote the service.
4	Provide support with data analysis and monitoring appropriate to the role.
5	Manage the shared inbox/es and distribute communications and tasks as appropriate.
6	Support the Provost, Associate Provosts, and the Student Experience team with administrative tasks as required. This may include organising & minuting meetings, organising events, organising travel, coordinating training sessions and team days
7	Liaise directly with students, answering or triaging basic enquiries (as required).
8	Coordinate Fellowship recognition panels offered through our AdvanceHE accredited provision. This involves identifying and liaising with internal and external panel members, organising panel logistics, managing the collation and distribution of paperwork, assigning mentors, organising payments for externals and recording new fellowship awards to the Advance HE completers' database
9	Provide administrative support for the Teaching & Supporting Learning in Higher Education course – including supporting the registration of participants.
10	Provide administrative support for Teaching Practice Development (peer observation) process.
11	Provide administrative support for the organisation of the Annual Teaching, Learning, Research and Scholarship Conference.
12	Actively seek to implement the University's health and safety policy, and give due regard to the health and safety of themselves and others when carrying out duties.

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| 13 | Actively seek to implement the University's equal opportunities policy and promote equality of opportunity in relation to the duties of the post. |
| 14 | To undertake any other duties that may reasonably be requested appropriate to the grade and responsibilities of the post. |

Person specification

1. Position details

Job title: Student Experience Administrator
Grade: E
Department: Student Experience
Line manager job title: Student Experience Manager

2. Person requirements

Job requirements	Assessment criteria	
	(e)ssential	(d)esirable
Qualifications & training		
Educated to A level standard or equivalent.	E	
Educated to degree level or equivalent experience		D
Experience		
Experience undertaking a variety of administrative responsibilities	E	
Experience of working in academic administration in a Higher Education environment.		D
Experience of managing/coordinating projects.		D
Experience of analysing & implementing new technologies		D
Experience of process improvement		D
Experience managing information / data, conducting analysis, and reporting on findings.		D
Experience working in a high pressure, customer contact environment.		D
Knowledge, skills & competencies		
Highly developed administrative & organisational skills	E	
Excellent interpersonal skills, active listening skills and ability to communicate effectively and confidently, verbally & in writing, to a range of audiences.	E	
Ability to work under pressure, maintain attention to detail, manage routine processes and procedures effectively, and prioritise workload in order to meet deadlines	E	
Ability to build knowledge quickly and adapt to a changing environment.	E	
Computer Literate, including proficiency in standard Microsoft applications – Word, Excel, PowerPoint, etc	E	
Ability to champion innovation and look for continuous improvement opportunities.	E	
Ability to work on own initiative	E	

General attributes & personal qualities		
Desire to be proactive and take ownership of challenges	E	
A team player with a 'can do' attitude, including supporting others to meet objectives of the wider team.	E	
Aptitude to contribute to improving ways of working and problem solving	E	
Other / special requirements		
Ability to role model Regent's values.	E	
