

JOB DESCRIPTION
STUDENT SUCCESS ASSISTANT

Job Title:	Student Success Assistant	Present Grade:	4S
Department/College:	Social Mobility and Student Success, External Relations		
Directly responsible to:	Student Success Manager		
Other contacts			
Internal:			
Other Student Success Team members, wider Lancaster Success Programme (LSP) Delivery Team, Social Mobility and Student Success colleagues, UK Student Recruitment Team, academic departments and professional staff within Faculties, Colleges, Student and Education Services, Lancaster University Students' Union, Lancaster students, Employment and Recruitment Service.			
External:			
Prospective students and their parents, Lancaster alumni, external stakeholders.			
Job Purpose:			
The Student Success Assistant will be responsible for providing administrative support to the Student Success Team and the wider LSP Delivery Team.			
Major Duties:			
<ul style="list-style-type: none"> • To support the Head of Department and Student Success Manager in the administration of projects linked to the APP, (Access and Participation Plan). • To provide administrative and logistical support for the Student Success team with the planning and delivery of online and on campus events and activities including managing unsupervised tasks. • To act as first point of contact for enquiries, either by telephone, email, post or in person. Providing good customer service with current students, academic departments and prospective students. • To develop and monitor central records using Microsoft Office applications and university systems to maintain and improve the efficiencies of LSP processes. • To maintain and develop productive relationships with colleagues across the University. • At all times to carry out your responsibilities with due regard to the University's code on Equality and Diversity, University Health and Safety Codes of Practice and Child Protection Policy. • Supporting division-wide priorities wherever appropriate, such as recruitment and admissions events. • Any other duties appropriate to the role as required by the Line Manager or Head of Department. 			