

JOB DESCRIPTION
Student Support Assistant
Vacancy Ref: N1563

Job Title: Student Support Assistant	Present Grade: 4
Department/College: Accounting and Finance	
Directly responsible to: Departmental Administrator	
Supervisory responsibility for: N/A	
<p>Other contacts</p> <p>Internal:</p> <p>The post-holder is required to liaise with a wide range of academic and support staff including:</p> <p>Internal:</p> <ul style="list-style-type: none"> • LUMS staff (administrative and academic) and students; • University central services, in particular Student Registry, Quality Support Office, ISS and UG Admissions Office. <p>External:</p> <ul style="list-style-type: none"> • External Tutors • Prospective students • FitchLearning Tutors 	
<p>Major Duties:</p> <p>The Student Support Assistant will provide comprehensive administrative support for all student facing service within the department.</p> <p>Major duties will include:</p> <p>Undergraduate and Postgraduate Courses Support</p> <p><i>Providing efficient support to the Undergraduate Office and Postgraduate Office in the Department, including:-</i></p> <ul style="list-style-type: none"> • To be a point of contact for UG and PG students including assisting the UG/PG team at peak times with office hours and email queries. • To assist in the registration and enrolment process of incoming Part 1 students and existing Part 2 students for the Undergraduate programmes in the department. • To assist in managing student events, to include assisting with Part 1 activities during Intro. Week. • The collation of student files for incoming Undergraduate students on Part 1. • To assist Undergraduate students with the change of enrolment process and the workshop sign-up process during the term. • To check the submission of undergraduate coursework assignments for Part 2 students and to input and check marks prior to their return to students. • To assist the Undergraduate Assistant in the monitoring and recording of attendance for Part 2 students. 	

- To maintain an accurate and up-to-date student records system, for both files and the Lancaster University Student Information database (LUSI) relating to students studying Undergraduate courses within the department.
- To assist the Undergraduate Programmes Assistant with the maintenance of the departmental references system including collating reference requests in a timely manner.
- To assist with supporting Part 1 students with special needs by providing additional materials and making alternative arrangements for exams/tests.
- To assist with supporting Part 2 students with arrangements for visiting student tests or alternative tests.
- Invigilation duties during tests for both Undergraduate and Postgraduate modules.
- To assist with the inputting of marks for AcF 150.
- To scan and process examination papers during the Undergraduate and Postgraduate exam period
- To support the Undergraduate Programmes Officer in the moderation process of the final Part 2 examination papers.
- To assist the Undergraduate Programmes Officer and the Undergraduate Co-ordinator during the Undergraduate Summer examination and resit period, including the checking of scripts and the inputting of marks.
- To assist with the Undergraduate student appeals process, including collating information and liaising with Student Registry on information provided.
- To assist the Undergraduate Co-ordinator with the entering of Part 1 marks into the LUSI student database.
- To assist the Undergraduate Co-ordinator with the entering of student attendance.
- To prepare and collate information for the mitigating circumstances committee, and to input narration into the LUSI student records system.
- To provide support for the accreditation process within the department.
- To monitor and record poor attendance in venues outside of LUMS for Postgraduate programmes.
- To provide support for the Fitch Learning tutors in conjunction with the Postgraduate Programmes Manager, including setting up of teaching venues and processing of course materials.

Department Literature

- To support in the process of the timely production and dissemination of course documentation and learning materials for Undergraduate and Postgraduate modules.

Other duties

- To undertake any other duties, or training and development, appropriate to the grade of the post as required.