**JOB DESCRIPTION**  
Student Support Assistant  
Vacancy Ref: N1563

<table>
<thead>
<tr>
<th>Job Title:</th>
<th>Student Support Assistant</th>
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<tr>
<td>Present Grade:</td>
<td>4</td>
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<tr>
<td>Department/College:</td>
<td>Accounting and Finance</td>
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<tr>
<td>Directly responsible to</td>
<td>Departmental Administrator</td>
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<tr>
<td>Supervisory responsibility for</td>
<td>N/A</td>
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**Other contacts**

**Internal:**
- LUMS staff (administrative and academic) and students;
- University central services, in particular Student Registry, Quality Support Office, ISS and UG Admissions Office.

**External:**
- External Tutors
- Prospective students
- FitchLearning Tutors

**Major Duties:**

The Student Support Assistant will provide comprehensive administrative support for all student facing service within the department.

Major duties will include:

**Undergraduate and Postgraduate Courses Support**

*Providing efficient support to the Undergraduate Office and Postgraduate Office in the Department, including:-*

- 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 I students and existing Part 2 students for the Undergraduate programmes in the department.
- To assist in managing student events, to include assisting with Part I 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 I 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.