**Job Description**  
**Vacancy Ref: N2354**

<table>
<thead>
<tr>
<th><strong>Job Title:</strong></th>
<th>Student Support Assistant</th>
<th><strong>Present Grade:</strong></th>
<th>4</th>
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<tbody>
<tr>
<td><strong>Department/College:</strong></td>
<td>Accounting &amp; Finance</td>
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<td><strong>Directly responsible to:</strong></td>
<td>Departmental Administrator</td>
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<tr>
<td><strong>Supervisory responsibility for:</strong></td>
<td>None</td>
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**Other contacts**

**Internal:**  
Current students, academic members of staff and other support staff in the department. Contact with other departments/offices in the University (e.g. Student Support and Student Registry, ISS, Alumni Office, Admissions).

**External:**  
Prospective students, personal callers/enquirers, Alumni, other institutions (HR/UG departments in relation to references)

**Major Duties:**

1. Dealing with face-to-face enquiries during office opening hours. Typically, these will be students and academic or administrative members of staff.

2. Handling incoming telephone calls and forwarding to relevant members of the department or providing advice when appropriate.

3. Responding to email enquiries in a timely fashion.

4. Making arrangements for CWA tests including organising room booking, invigilators and necessary provisions.

5. Accurately recording coursework submissions, coursework and examination marks and chasing up any outstanding work on behalf of the UG Programme Co-ordinator.

6. Preparation and making arrangements for the distribution of coursework to be returned to students and dealing with student requests to access examination scripts.

7. Responsible for monitoring of student attendance, including inputting into LUSI and following up on poor attendance.

8. Processing student enrolment forms and following up students with outstanding enrolment issues.

9. Responsible for the collation of student feedback marks on a termly basis and accurately recording in a format to be distributed to the HoD and relevant academic staff.

10. To collate and manage reference requests in a timely manner.

11. Scanning of student multiple-choice question papers using the Optical Mark Recognition scanner.

12. Maintaining student records on LUSI and maintaining and updating student files in hard and soft copy.

13. Photocopying study packs, weekly handouts and other course materials and arranging distribution to students where required.
14. Assisting with maintenance of the relevant Moodle sites, including uploading course materials for external tutors.

15. To assist the UG Programmes Co-Ordinator with the administration of the departmental industry degree.

16. Provide Professional Services cover for the Undergraduate Office in times of absence of other members of the team. Holidays will not be permitted during specific times of the academic year, for example during exam period and the start of each term.

17. Any other duties as directed by the Departmental Administrator or nominated representative.