

## JOB DESCRIPTION

Vacancy Ref: N2560

<b>Job Title:</b>	Student Support Assistant	<b>Present Grade:</b> 4
<b>Department/College:</b>	Accounting & Finance	
<b>Directly responsible to:</b>	Departmental Administrator	
<b>Supervisory responsibility for:</b>	None	
<b>Other contacts</b>		
<b>Internal:</b> 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).		
<b>External:</b> Prospective students, personal callers/enquirers, Alumni, other institutions (HR/UG departments in relation to references)		
<b>Major Duties:</b>		
<div><div>1.</div><div>To deal with face-to-face and email enquiries in a timely fashion. Typically, these will be from students and academic or administrative members of staff.</div></div> <div><div>2.</div><div>To make arrangements for CWA tests including organising room booking, invigilators and necessary provisions.</div></div> <div><div>3.</div><div>To accurately record coursework submissions, coursework and examination marks and chase up any outstanding work on behalf of the UG Programme Co-ordinator.</div></div> <div><div>4.</div><div>The preparation of the distribution of coursework to be returned to students and dealing with student requests to access examination scripts.</div></div> <div><div>5.</div><div>To be responsible for the monitoring of student attendance, including inputting into LUSI and following up on poor attendance.</div></div> <div><div>6.</div><div>To process student enrolment forms and follow up with students with outstanding enrolment issues.</div></div> <div><div>7.</div><div>To be responsible for the collation of student evaluations on a termly basis and accurately record in a format to be distributed to the HoD and relevant academic staff.</div></div> <div><div>8.</div><div>To collate and manage reference requests in a timely manner.</div></div> <div><div>9.</div><div>To scan student multiple-choice question papers using the Optical Mark Recognition scanner.</div></div> <div><div>10.</div><div>To maintain student records on LUSI and maintain and update student files in hard and soft copy.</div></div> <div><div>11.</div><div>To set up groups for Part I modules using Microsoft Teams.</div></div> <div><div>12.</div><div>To assist with the maintenance of the relevant Moodle sites, including uploading course materials for external tutors.</div></div> <div><div>13.</div><div>To assist the UG Programmes Co-Ordinator with the administration of the departmental industry degree.</div></div>		

14. To 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.

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