

Student and Academic Services Coordinator (Part-Time)

Job Reference:	
Department:	Student and Academic Services Coordinator
Grade/ Salary:	Grade 5, £33,294 - £37,655
Contract Type:	Permanent
Hours:	0.4FTE
Location:	New Cross, London

Goldsmiths

Goldsmiths, University of London is a world-leading centre of educational excellence where ground-breaking research meets innovative teaching and thinking. We're looking for inspiring and talented people to help build on our global reputation while also growing personally in a true learning organisation.

As a college we are working to tackle inequality in all its forms and are working to promote equality on grounds of race, disability, age, sex, gender identity, sexual orientation, religion and belief, marriage and civil partnership, pregnancy and maternity, and caring responsibilities. We are keen to attract candidates from diverse backgrounds who share our commitment to creating an inclusive culture in which all students and staff can thrive.

Information for candidates with disabilities can be found on our [Disability & Individual needs](#) page. We are happy to supply information in alternative formats for applicants if required. Please contact hr-recruitment@gold.ac.uk to make your request.



The Student and Academic Services Directorate

The student experience is at the centre of everything we do here at Goldsmiths. Whether it be through our research inspired teaching, an ever-innovative curriculum or vibrant extracurricular and support offering, we have an unshakeable commitment to improving the experience of our diverse population.

The Student and Academic Services Directorate is the part of Goldsmiths Professional Services that leads on the development and provision of outstanding student facing services. The Directorate is responsible for ensuring that every student at Goldsmiths has an excellent student experience.

The Directorate is made up of five areas:

1. Registry Operations and Student Systems and Data
2. Admissions
3. Student Support Services
4. Careers & Employability
5. Student Success

Working collaboratively the Directorate aims to attract the best talent possible to Goldsmiths, to steward them through from enquiry to application and enrolment, and the subsequently into their student experience and to support them to be successful students and graduates. The teams coordinate a full suite of co-curricular activities and services in order to develop and support our students and works in partnership with our academic departments and other professional services.

Job description

Reporting to: The Senior Administrator, Student and Academic Services

Summary:

We are seeking a strong financial administrator with a background in customer services to join the Student and Academic Services Directorate as Administrative Coordinator. This is an on-Campus role which will be responsible for providing administrative support to the areas in Student and Academic Services under the guidance of the Senior Administrator. The role involves providing financial support to the Disability and Inclusion Service (DIS) and Student Counselling mainly as well as carrying out varied administrative tasks across the Directorate. You will be assisting the Senior Administrator to support SAS areas in the day-to-day financial and administrative tasks.

This role is student-facing. Therefore, the candidate will need to be a great communicator and team player as well as an excellent administrator. The candidate must be reliable and committed to the highest quality of service and outstanding student experience. The candidate must be able to demonstrate an understanding of, and empathy for the needs of a unique, diverse and international student community, including experience of having worked with students from BAME backgrounds.

Goldsmiths is committed to advancing equality and celebrating diversity. We welcome applications from all suitably qualified persons. We particularly welcome applications from Black, Asian and Minority Ethnic (BAME) applicants as this group is currently under-represented at this level in this area.

Main duties:

- To assist with raising purchases and managing invoices for the different areas in the Directorate, mainly but not exclusively for the Disability and Inclusion Service and Counselling team, as guided by the Senior Administrator
- To record spend on the Disability and Inclusion Service excel spreadsheet

- To organise travel and accommodation arrangements for colleagues in the Student and Academic Services Directorate
- To order catering and book rooms for interviews or events when necessary.
- To support HR processes for the teams guided by the Senior Administrator
- To monitor and maintain stock levels of stationery for the different areas in the Directorate, based in different points of the College. This includes tracking and ensuring that it's delivered to the correct area.
- To raise or follow up Estates and IT requests as guided by the Senior Administrator
- To contribute to an enhanced student experience by supporting student engagement across Student Experience including attendance at events and supporting the directorate's engagement initiatives (including enrolment/Welcome Week, Open Days, and graduation ceremonies)
- To assist the Student Support Coordinators team in acting as one of the nominated points of contact for enquiries in person, by telephone or email to provide general information or forward the enquirer to the appropriate section/person within the Student Support Teams
- To monitor the Student Support shared service mailboxes when colleagues are absent due to sickness or annual leave, accurately forwarding on enquiries to the team as appropriate following prescribed protocols
- To manage the Counselling Service waiting list
- To take on other administrative duties as necessary, directed by the Senior Administrator such as annual leave cover.
- To ensure that you are aware of and aligned with Goldsmiths' Regulations, Strategy, and Objectives to work together to proactively advance Equality and Diversity.
- At all times to help maintain a safe working environment by participating in training as necessary and following the Goldsmiths' Health and Safety Codes of Practice and Policy.

Person Specification

Detailed below are the types of qualifications, experience, skills, and knowledge which are required of the post holder. Selection will be made upon evidence of best fit with these criteria.

The Essential criteria sections show the minimum essential requirements for the post, therefore if you cannot demonstrate in your application, you meet the essential criteria categorised below, you will not be invited to interview.

The Desirable criteria sections show additional attributes which would enable the applicant to perform the role more effectively with little or no training.

The Category column indicates the method of assessment:

A = Application form **C = Certificate**
I = Interview **R = Reference**
T = Test **P = Presentation**

Essential Criteria 1 - Qualifications	
A bachelor's degree or equivalent experience	A, I, C
Essential Criteria 2 - Experience	
At least one year's experience of providing financial administration to multi-disciplinary teams, including the use of financial systems linked to raising requisitions (purchase orders) and goods-receipting invoices.	A, I, R
At least one years' experience of providing administrative support within a higher educational institution setting	A, I, R
Demonstrable experience of working in an administrative role including accurate record keeping	A,I,R
Experience of working in a busy front-facing customer/student service environment	A, I, R
Experience of working with and providing support to individuals from under-represented groups (including BAME, LGBTQ+ and disabled	A, I, R

people) and an understanding of the potential barriers to engagement from these groups	
Desirable Criteria 2 - Experience	
Experience of using Financial and HR Systems such as e-recruiter and Business World	A,I, R
Essential Criteria 3 – Knowledge	
An understanding of the organisation and ethos of a HE Institution and within a Student Support Services function	A,I
Knowledge of financial processes	A,I,R
Basic knowledge of the equality and legal framework in supporting students e.g. Data Protection Act, Equality Act, Freedom of Information Act	A,I,R
A commitment to continued professional development	A,I
Essential Criteria 4 - Skills	
A welcoming approach and an ability to deal sensitively and effectively in a busy environment	A,R
Strong financial, administrative and customer experience skills	
Strong organisational skills and flexibility in order to manage variable workloads, under pressure and to meet competing deadlines	A,I
Excellent written and oral communication skills, with the ability to adapt communication to fit the intended audience	A,I
Excellent IT skills, with working knowledge of Microsoft Office packages, Customer Relation Management and online appointments systems.	A,I
A commitment to professionalism and the delivery of high service and client satisfaction levels	A,I,R
Ability to maintain boundaries within a confidential setting	A,I

Other	
<p>In periods of pressure during enrolment/welcome and examinations when the Department is particularly busy annual leave will not normally be permitted to be taken. Leave restrictions will be in place during a three-week period in September/October, to include the week prior to main enrolment, welcome week and the first week of teaching. Specific dates of these restrictions will be confirmed at the start of each leave year</p>	<p>I</p>

Please also note that where qualifications are required, employment is conditional on the verification of them. Qualifications (must be original documents) will be checked before the first day of appointment.

For more information about the role, please contact Abril Villa Romero, email a.villaromero@gold.ac.uk.

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Summary of Benefits

If you choose to work with us, you'll become part of a learning organisation that is committed to professional and personal development, with comprehensive and innovative staff development and wellbeing programmes.

You'll also have access to frequent lunchtime and evening talks, seminars and performances, and annual performance and development reviews.

Our other benefits include:

- Competitive salary
- Working in Zone 2, with fantastic transport links and interest free travel to work loans
- Excellent annual leave entitlement plus additional closure days at Christmas and Easter
- Membership of USS or LPFA pension scheme, dependent upon grade
- Maternity, paternity, shared parental leave and adoption leave and pay
- Contractual sick pay provision
- Access to an Employee Assistance Programme, offering 24/7/365 confidential and free advice, support, and information service on a range of personal, family, or work-related matters.
- Free eye tests
- Cycle to work scheme
- Wellbeing initiatives including the Chaplaincy and Staff Choir
- On-site [dining facilities](#)
- Access to University of London facilities such as [Senate House Library](#)

Further information

For more information about Goldsmiths, please visit: www.gold.ac.uk/about

Thank you for your interest in working with us, we wish you all the best with your application.