Job Description – Senior AL Services Assistant

About the role

The role-holder supports faculty-facing operations with management information, processes and procedures associated with delivering teaching to students and the employment of tutors (associate lecturers). They enable delivery of an excellent student experience by offering excellent services to Faculties. The role holder works in close collaboration with lead Faculty staff and AL Services colleagues to support successful completion of tuition delivery activities that ensure timely notification of information to students, to agreed schedules and service levels.

Key responsibilities

This is a list of key responsibilities and is not meant to be exhaustive. Ideally between five and seven points should be listed. Use terms such as “responsible for”, “leading”, “managing” to give the applicant information on what the role holder would actually do.

1. Responsible for operating create schedule and co-ordinate bulk upload processes for generating and uploading module timetable spreadsheets

2. Responsible for providing scheduled and ad hoc reporting on Event data for AL Services and Faculty staff.

3. Responsible for administering user system permissions, maintaining system parameters and responding to system issues, queries and troubleshooting.

4. Responsible for coordinating and delivering a range of services to associate lecturers on issues relating to their employment including supporting ALs with disabilities through reasonable adjustments, processing and coordinating Access to Work equipment requests.

5. Responsible for responding to requests for information from ALs, AL Services staff and Faculty staff, using a combination of the University’s business support systems, as appropriate.

6. Responsible for maintaining the AL Services intranet pages and employment related pages on TutorHome.

7. Responsible for working with AL Services teams to implement system and procedural changes.
Skills and experience

Consider what skills and experience the applicant has to have to enable them to do the role. This should ideally be a list of between five and seven criteria.

This is how the interview will differentiate between candidates so should be measurable.

1. A good standard of general education to GCSE Grade C level or above (or equivalent) including Maths and English.
2. Experience of working as part of a team and proactively helping others.
3. Experience of working in a customer service environment
4. Ability to work under pressure and to meet deadlines with accuracy and attention to detail.
5. Excellent interpersonal and communication skills with the ability to work with people at all levels, both internal and external
6. Excellent planning and organisational skills.
7. Confident ICT skills including a high level of competence in Microsoft Word, Excel and Outlook, the willingness to learn new IT systems, and the ability to use communication technologies for working at a distance.