Job Description – AL Services Administrative Assistant

About the role

The role holder is responsible for the successful completion of tuition delivery activities that ensure timely notification of information to students, to agreed schedules.

Working as part of a flexible and nationally distributed AL Services team they act as first point of contact for Faculty, including Associate Lecturers and Student Support colleagues, collating and providing information which ensures delivery of high-quality administrative activities, and contributes to continuous improvement. They play a key frontline role in handling and resolving inbound tuition delivery, payments and contractual queries. The timely response to these queries and accuracy of information provided are critical to the quality of the service and create a strong relationship with service users in Faculties.

Key responsibilities

- Providing effective and accurate information to Faculties (including Associate Lecturers) and colleagues within Academic Services on a range of policies and procedures related to tuition delivery.
- Carrying out essential, time-critical administrative and operational tasks in support of ALs and Faculty staff.
- Contributing to the production, review and update of procedures and related documents for AL Services activities.
- Providing support for the recruitment of ALs.
- Processing AL expense claims and claims arising from other ad-hoc work.
- Supporting TSA to ensure that students are allocated to an appropriate tutor using the NTS system.
- Checking, uploading and monitoring LEM spreadsheets, updating the LEM system as required.
- Assisting in the development and continuous improvement of tuition delivery and AL Services.
- Taking responsibility for continually developing skills and knowledge to maintain and improve personal performance and adapt to evolving business practices and procedures.

Other general duties when required – this is not an exhaustive list of responsibilities
Skills and experience

Essential

- GCSE Maths and English at Grade C or above, or equivalent NVQ Level 2/SVQ 2 Customer Service or equivalent experience.
- Relevant experience of working in an office environment.
- Ability to build rapport and communicate clearly, both in spoken and written English.
- Ability to use IT systems with confidence and experience using standard Microsoft applications.
- Ability to undertake high volumes of routine data entry and manipulation tasks.
- Good organisational skills, including ability to cope with heavy workloads and repetitive tasks and to meet deadlines.
- Ability to work successfully as part of a team and on own initiative.
- A positive approach and commitment to excellent customer service.

Desirable

- NVQ Level 2/SVQ 2 Customer Service or equivalent experience.
- Ability to work as part of a virtual or distributed team.
- Experience of working within a higher education environment.