

Job Description

My DMU Administrator

Registry Services

Grade: D

Role profile: SSD2

Full time

Permanent

| | Duties of the role |
|-----------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Overall purpose of the role | This role exists to deliver a professional and customer focused service to all students, and staff, who interact with the MyDMU service. This may be in person interactions, email, telephone or other media. The service is a key resource for students and exists to resolve issues or signpost students to the correct resource. Staff are expected to be people who like problem solving for others and making a difference to those they interact with. |
| Main duties and responsibilities | <ul style="list-style-type: none"> • To provide excellent on campus student experience, to assist students face to face, over the phone or via email, on all matters relating to the student's engagement with the university. • Resolve student queries in a polite, friendly and professional manner. Demonstrate the ability to extract information from students, even when they are distressed, and cascade relevant information to other professional services. • Answer telephone enquiries and deal with enquiries in person from staff, students and external customers using own initiative or by referring to appropriate individuals. • Arrange appointments for students with other services if they need further support to resolve queries. • Act as a central point of information for staff who may be unaware of where to refer students to. • Maintain a full awareness of how the university works, using all available opportunities and resources to do so. Update student information on the student records system. • Carry out registration administrative tasks which including the management of the registration schedule, the student registration correspondence, and any other registration tasks. • Production of all student ID cards along with the maintenance and set up of the ID Card machines. • Form and maintain good relationship with other front facing student service areas. • Assist with registration events, helping students navigate the online registration system and supporting in person registration events. |

| | Duties of the role |
|---------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| General | <ul style="list-style-type: none"> • Issue ID cards, council tax letters and other documents in line with university policies. • Coordinating events and workshops, ensuring all logistical aspects are covered. Maintaining and updating records, databases, and filing systems. • Assisting in the preparation of reports, presentations, and official documents. Perform any other duties commensurate with the job grade as reasonably required from time to time. • Treat all DMU staff, students, contractors and visitors with dignity and respect. regardless of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief (or none), sex and sexual orientation. • The post holder is required to minimise environmental impact in the performance of the role, promote environmental sustainability within the area of responsibility and actively contribute to the delivery of the DMU Environmental Policy. • The postholder is expected to help maintain a safe working environment for staff, students and visitors by working closely with the local safety coordinator as required. Any accidents or dangerous incidents must be reported promptly through the university's reporting systems. |

Person Specification

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| Area of responsibility | Requirements | Essential or desirable | | *Method of assessment | | | |
|----------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------|------------------------|-----------|-----------------------|---|---|---|
| | | | | A | I | T | D |
| Qualifications & Training | 5 GCSE O Levels or equivalent at grade C or above including English Language | Essential | | Y | | | Y |
| | A level's or equivalent | | Desirable | Y | | | |
| | Experience of Microsoft Office/Outlook packages including Word, Excel and Teams | Essential | | Y | Y | | |
| Previous Work Experience | Working in a customer focused environment | | Desirable | Y | Y | | |
| | Working in a Higher Education environment | | Desirable | Y | Y | | |
| Specific Knowledge/Skills /Abilities/ Motivation/ Attitude Required | Ability to work effectively as a member of a team and able to communicate with staff from all areas of the University | Essential | | Y | Y | | |
| | Ability to project a professional and customer focused presence | Essential | | Y | Y | | |
| | Demonstrate an enthusiasm, willingness and interest in learning new skills and the ability to adapt to change and lead others through change | Essential | | Y | Y | | |
| | High levels of accuracy and attention to detail and the ability to quality check/proof-check work | Essential | | Y | Y | | |
| | Excellent interpersonal and communication skills with an articulate, confident and diplomatic approach | Essential | | Y | Y | | |

| Area of responsibility | Requirements | Essential or desirable | | *Method of assessment | | | |
|------------------------|-----------------------------------------------------------------------------------------------|------------------------|--|-----------------------|---|---|---|
| | | | | A | I | T | D |
| Other | Willingness to work flexibly and provide evening and weekend work. | Essential | | Y | Y | | |
| | Able to provide a service to a diverse range of people to promote good relations and equality | Essential | | Y | Y | | |
| | Understand confidentiality and the requirements of the Data Protection Act and GDPR | Essential | | Y | Y | | |

***A = Application Form; I = Interview; T = Test; D = Documentary Evidence**