

Post Details		Last Updated: 05/6/24	
<b>Faculty/Administrative/Service Department</b>	Chief Student Officer's Directorate		
<b>Job Title</b>	Student Wellbeing Administrator		
<b>Job Family</b>	Professional Services	<b>Job Level</b>	2B
<b>Responsible to</b>	Student Wellbeing Administration Coordinator		
<b>Responsible for (Staff)</b>	n/a		
<p><b>Job Purpose Statement</b> <i>This should be an accurate, concise, un-detailed statement (short paragraph) of what the post is and why the post exists in terms of its contribution or result e.g. improved student/staff experience, increasing University funds etc.</i></p> <p>To provide a professional and effective administrative and receptionist service to the Centre for Wellbeing (CWB) and the Student Wellbeing and Disability team and wider directorate. The post holder will actively contribute to the effective and efficient day-to-day operation of the department.</p>			
<p><b>Key Responsibilities</b> This document is not designed to be a list of all tasks undertaken but an outline record of the main responsibilities (5 to 8 maximum)</p>			
<ol style="list-style-type: none"> <li>1. To be the first point of contact and act on all incoming correspondence and enquiries by ensuring the appropriate action is taken, whilst maintaining a high level of confidentiality and providing a seamless, positive experience for the clients.</li> <li>2. Administration of the service database(s), ensuring that client records are kept up-to-date and that confidentiality is maintained at all times. Providing IT support for the team and ensuring that the CWB premises and IT systems are maintained at a high standard through liaison with Estates and Facilities and IT Services.</li> <li>3. Assist in the general clerical duties of Student Wellbeing such as photocopying, scanning, faxing and filing; answering the phone(s) and email enquiries. The post holder should also have an understanding of and support CWB in the maintenance and development of the website and promotional materials.</li> <li>4. Provide reception and administrative support for all members of the Student Wellbeing and Disability Team, to include secretarial duties, such as organisation of meetings (booking rooms, catering and minute taking), and any other health related activities run by the team.</li> <li>5. Assist in the processing of the department's financial transactions including: processing invoices; internal and external orders; expense claims; and other financial forms, whilst maintaining accurate records and supporting the production of financial reports as required.</li> <li>6. Support the wider Student Wellbeing and Disability department with administrative assistance as required.</li> <li>7. Help arrange fairs and health promotion events by booking rooms, parking permits, catering, and liaising with colleagues internally and externally.</li> </ol> <p><b>N.B. The above list is not exhaustive.</b></p>			
<p><b>All staff are expected to:</b></p> <ul style="list-style-type: none"> <li>• Positively support equality of opportunity and equity of treatment to colleagues and students in accordance with the University of Surrey Equal Opportunities Policy.</li> <li>• Work to achieve the aims of our Environmental Policy and promote awareness to colleagues and students.</li> <li>• Follow University/departmental policies and working practices in ensuring that no breaches of information security result from their actions.</li> <li>• Ensure they are aware of and abide by all relevant University Regulations and Policies relevant to the role.</li> <li>• Undertake such other duties within the scope of the post as may be requested by your manager.</li> <li>• Work supportively with colleagues, operating in a collegiate manner at all times.</li> </ul> <p><b>Help maintain a safe working environment by:</b></p> <ul style="list-style-type: none"> <li>• Attending training in Health and Safety requirements as necessary, both on appointment and as changes in duties and techniques demand.</li> <li>• Following local codes of safe working practices and the University of Surrey Health and Safety Policy.</li> </ul>			

### **Elements of the Role**

This section outlines some of the key elements of the role, which allow this role to be evaluated within the University's structure. It provides an overview of what is expected from the post holder in the day-to-day operation of the role.

#### **Planning and Organising, Problem Solving and Decision Making, Accountability**

The post holder will provide administrative services for the CWB and Student Wellbeing and Disability team under the supervision of the Student Wellbeing and Disability Administration Coordinator, supporting the efficient day-to-day administration of CWB. Tasks will include acting as the first point of contact; diary management, and support for routine, clinic and crisis appointments; provision of administrative support for all team members, minute taking, and supporting the coordination of internal and external work activities, including ensuring that the correct equipment and supplies are available for the efficient operation of the department.

The post holder must work flexibly, with the ability and willingness to meet the growing demands of the service, this will include early starts or late finishes, to be agreed with the Student Wellbeing and Disability Administrative Coordinator. They will be expected to work collaboratively to cover scheduled absences, and peak periods of term.

They will also assist in the management of client documentation systems (CORE), diary management, and the organisation of meetings and health promotion events. The post holder will assist with the management of CWB's website and promotional materials. The post holder will be purchasing stationery, Continuing Professional Development (CPD) courses for the professional teams and processing invoices (including setting up new suppliers) via the University procurement system (Agresso).

The post holder will work closely with the Student Wellbeing and Disability Administration Coordinator to provide a seamless approach to the day-to-day running of CWB's services. The position will demand the post holder to have a sensitive and calm manner with all visitors to CWB – confidentiality and discretion are paramount to the role. The post holder is expected to exercise sound judgement and support the Student Wellbeing and Disability Administration Coordinator, ensuring that the administrative requirements and procedures of the department are implemented effectively, and are maintained in accordance with the standards set by the University policies and procedures.

The post holder must operate in a flexible manner and react positively to changing circumstances and requirements through demonstration of initiative and flexibility in the arrangement of their work. The role calls for an awareness of the need for high levels of confidentiality, the ability to cope with intermittent heavy workloads and to prioritise tasks, to cope calmly with the frequent interruptions which inevitably arise at certain periods, and the capability to work flexibly as part of a busy departmental team. They will be required to demonstrate excellent organisational skills and a proactive, innovative approach to their work.

The post holder has no direct supervisory, management or financial responsibilities.

**Person Specification** This section describes the sum total of knowledge, experience & competence required by the post holder that is necessary for standard acceptable performance in carrying out this role.

<b>Qualifications and Professional Memberships</b>	<b>Essential/ Desirable</b>	
Vocational qualifications plus several years relevant work experience Or: Learning gained through work experience of a number of years. Will include short courses and other formal training	E	
<b>Technical Competencies (Experience and Knowledge)</b> This section contains the level of competency required to carry out the role (please refer to the Competency Framework for clarification where needed and the Job Matching Guidance).	<b>Essential/ Desirable</b>	<b>Level 1-3</b>
Knowledge of the work practices, processes and procedures relevant to the role	E	2
A working knowledge of patient/client documentation systems (e.g. CORE)	D	n/a

Familiarity with MS Office suite of programmes	E	2
Accuracy and attention to detail	E	3
Experience of the Higher Education sector	D	n/a
Working knowledge of the activities of other areas of the University to the department	D	n/a
Knowledge and/or experience of multi-disciplinary team working	D	n/a
<b>Special Requirements:</b>		<b>Essential/ Desirable</b>
Ability and willingness to work outside of regular office hours on occasions for University events or to cover absence/work requirements.		D
<b>Core Competencies</b> This section contains the level of competency required to carry out this role.		<b>Level 1-3</b>
Communication		3
Adaptability/Flexibility		2
Customer/Client service and support		3
Teamwork		2
Planning and Organising		2
Continuous Improvement		2
Problem Solving and Decision-Making Skills		2
Leadership / Management		n/a
Creative and Analytical Thinking		n/a
Influencing, Persuasion and Negotiation Skills		n/a
Strategic Thinking		n/a
<p>This Job Purpose reflects the core activities of the post. As the Department/Faculty and the post holder develop, there will inevitably be some changes to the duties for which the post is responsible, and possibly to the emphasis of the post itself. The University expects that the post holder will recognise this and will adopt a flexible approach to work. This could include undertaking relevant training where necessary.</p> <p>Should significant changes to the Job Purpose become necessary, the post holder will be consulted and the changes reflected in a revised Job Purpose.</p>		

## Organisational/Departmental Information & Key Relationships

**Background Information** *You should include a short statement on the background of the Faculty and/or the department in which the post holder will be operating. You may also wish to include any other useful information to an applicant e.g. why the project exists, what the strategy of the department is etc.*

The Wellbeing and Disability department supports the University of Surrey with its wellbeing agenda, the Centre for Wellbeing offers counselling and mental health advice and support to around 15,500 students and 2000 staff.

The department comprises of mental health and counselling services, and disability & neurodivergence teams. Through its work and relationships, the department aims to provide a holistic, professional and expert approach to all aspects of wellbeing. In addition to the work with individuals in crisis and on an ongoing basis, the department works with colleagues to improve awareness on all wellbeing and welfare topics, provide training, challenge attitudes and improve the overall wellbeing to the University community.

The Centre for Wellbeing plays an integral part of the wellbeing agenda, seen as the central point for all mental health and wellbeing activities, from crisis care, counselling and support to training, awareness raising and health promotion.

The role of administrator is to provide professional and effective administrative support to the whole of the wellbeing and disability team and to work with and continue to develop a number of client information systems.

Working within an extremely busy environment this is a demanding position and the post holder will be expected to effectively manage their day to day work which will include liaising with both internal and external service providers, to ensure a coordinated approach to student care.