

Job pack



Message from the President and Principal

Thank you for your interest in this role and in Queen Mary University of London. Working at Queen Mary means being part of a unique, world-class global University with a long, proud and distinctive history.

Our founding institutions, the London Hospital Medical College, St Bartholomew's Medical College, Westfield College and Queen Mary College, were founded to provide hope and opportunity for the less privileged and otherwise under-represented.

Today, we remain true to the vision of our founders by continuing to improve lives locally, nationally and internationally through the seamless combination of our world-leading strengths in education and research.

The Queen Mary community – our staff, students and alumni – is the heart and soul of our University. We are proud to provide an inclusive and nurturing environment so that staff and students from all backgrounds can develop, flourish and achieve their full potential.

I look forward to welcoming you to our unique University and working with you to realise our ambitions.

Professor Colin Bailey, President and Principal

Our strategy 2030

In 2019, Queen Mary University of London launched a bold new Strategy with the vision to open the doors of opportunity. By 2030, we will be the most inclusive university of its kind, anywhere. We are doing this by building on our existing cultural diversity to create a truly inclusive environment, where students and staff flourish, reach their full potential and are proud to be part of the University. Continuing our long tradition of commitment to public good, we will generate new knowledge, challenge existing knowledge, and engage locally, nationally and internationally to create a better world.

We have five core values that will help us to reach this goal:

We are **inclusive**, supporting talented students and staff regardless of their background, and engaging with our local and global communities.

We are **proud** of the difference we can all make when we work collectively.

We are **ambitious**, fostering innovation and creativity, disrupting conventional thought, and responding with imagination to new opportunities.

We are **collegial**, promoting a strong community through openness, listening, understanding, co-operation and co-creation.

We are **ethical**, acting with the highest standards, and with integrity, in all that we do.

To enable our staff to flourish and to reach their full potential throughout their employment at Queen Mary, we offer a range of benefits:

Staff benefits

- Annual leave – the full-time annual leave annual entitlement is 30 working days (not including bank holidays).
- [Season ticket loan scheme](#)
- [Pension scheme](#)
- [Reward and recognition schemes](#)
- [Cycle to work scheme](#)
- [Qmotion sport fitness centre](#)
- [Employee Assistance Programme](#)
- [Family friendly policies](#)
- [Flexible working practices](#)
- [On-site day nursery](#)

Job description

Job details	
Job title	Student Support Administrator QMUL25949
School/Dept/Institute Centre/Faculty	Institute of Health Sciences Education
Reports to	Student Academic and Pastoral Support Manager
Grade and salary	Grade 3 - £28,208-£34,733
Hours per week	Full time 35 hours
Appointment period	Indefinite
Current location	Whitechapel Campus
Work activity type	Admin/Operational/Technical and Support

Job context

Barts and The London School of Medicine and Dentistry, Queen Mary University of London, is a leading School that offers international excellence in research and teaching, and supports clinical service for a population of unrivalled ethnic diversity in East London and the wider Thames Gateway.

One of seven Institutes forming Barts and The London, the Institute for Health Sciences Education (IHSE) is responsible for the delivery of the School's medical degree programmes. Together with partner hospitals and primary care practices, we provide an innovative, forward-thinking and responsive curriculum to our passionate, diverse student body.

Our students' education and experience are further enriched by our collaborative nature. For example, working with London's Air Ambulance, we have implemented joint degree programmes, with leading experts teaching the essentials in urgent treatment of injury and illness outside of hospital.

Through academic excellence and vital partnerships, we prepare the next generation of doctors and healthcare professionals to fulfil their potential. In doing so, we contribute to the success of the North East London Health Economy and beyond.

The Institute of Health Sciences Education is rapidly developing and offers undergraduate and Masters level education. The Institute is committed to delivering the highest quality training and has received awards for innovation, teaching and training. The Department of Anatomical Studies and the Department of Clinical and Communication Skills are purpose-built facilities enabling students to develop a range of anatomical, clinical and communication skills in simulated supportive environments.

Job purpose

To provide administrative support to the Head of Student Academic and Pastoral Support (SAPS), Deputy Head of SAPS and the SAPS Manager.

To ensure the smooth running of the Student Academic and Pastoral Support Office and student support functions.

Main duties and responsibilities

- To be responsible for the effective provision of secretarial and administrative duties for the Head of SAPS and SAPS Manager including handling of enquiries, dealing with correspondence, attending and arranging meetings, and streamlining processes where required.
- To be the first point of contact for students, particularly those requiring appointments with staff providing academic, pastoral or developmental support.
- To update and manage student record systems such as Co-Tutor, and to maintain student files.
- To administer the Release of Results process for each year group, including liaising with the Assessment Unit, preparing paperwork, coordinating academic staff and maintaining accurate records.
- To support the day to day activities of the SAPS Office front desk services.
- To deal with distressed or unwell students in a calm and empathic manner
- To deal with sensitive and confidential information, acting as a liaison point for internal and external contacts.
- Act as Secretary to various working groups, i.e. Student Support Board and Senior Tutor meetings, which includes the preparation and circulation of minutes and agendas, room and catering bookings.
- To ensure student information is recorded and communicated appropriately to the Head of SAPS, the SAPS Manager, the Heads of Year Administrators and any staff with responsibility for records.
- Distribute information to students and staff about support services available
- To manage administrative processes relating to student support such as interruption of studies, return to studies, Occupational Health referrals, and UKFPO applications.
- To ensure information on the student support webpages is accurate and up to date.
- To promote and comply with the QMUL Equal Opportunities Policy and any relevant legal requirements.
- To carry out any other duties commensurate with the level and responsibilities of the post as may be required by the Head of SAPS and SAPS manager.

The above list of responsibilities is not exhaustive and the jobholder may be required to undertake other duties commensurate with the level of the role, as reasonably requested by their line manager.

This job description accurately reflects the duties and responsibilities of the role at the time the job description was written. These duties and responsibilities may change over time without significantly impacting on the character of the role, the overall level of responsibility, or its grade.

Depending on strategic or operational needs, the jobholder may in the future be required to work for another existing or new organisational unit and/or at a different site within Queen Mary. This may be on a temporary or indefinite basis and may involve a change in line management and / or regularly working at more than one site.

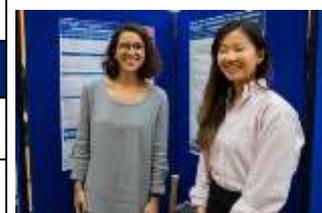
Person specification

This table lists the essential and desirable requirements needed in order to perform the job effectively. Candidates will be shortlisted based on the extent to which they meet these requirements.

Essential: Requirements without which the job could not be done.

Desirable: Requirements that would enable the candidate to perform the job well.

Qualifications	Essential	Desirable
Example: Minimum of 5 GCSEs (or equivalent) at Grade A-C including in English and Mathematics	<input checked="" type="checkbox"/>	<input type="checkbox"/>
A level qualifications (or equivalent), or equivalent relevant experience	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Relevant further educational or professional qualifications e.g. Mental Health First Aid	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Experience/Knowledge		
Substantial experience of committee secretariat at board level including taking minutes and arranging follow up actions	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Experience of delivering a responsible role within Higher Education Institution (HEI) or similar large, complex organisation such as NHS	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Experience of prioritising a varied workload and working to competing deadlines	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Experience of supporting students	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Knowledge of good office practice	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Experience of working within a confidential environment	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Skills/Abilities		
Ability to prioritise a varied workload and meet deadlines	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Good organisational skills	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Strong IT skills, particularly in Office365 e.g. Excel, MS Bookings, MS Teams, Word	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Good written, verbal and numeracy skills	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Proficiency in the use of a Virtual Learning Environment (VLE) and student record databases	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Other		
Interest in playing a key part in learning experience and personal development of students	<input checked="" type="checkbox"/>	<input type="checkbox"/>
This post is subject to an enhanced DBS check	<input checked="" type="checkbox"/>	<input type="checkbox"/>
*The ability to meet UK 'right to work' requirements.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Ability to work unsupervised and exercise initiative	<input checked="" type="checkbox"/>	<input type="checkbox"/>



* The University has a legal responsibility to ensure that all potential employees can provide documentary evidence of their legal right to work in the UK prior to commencing employment. Candidates shortlisted for interview will be asked to bring their passport or another acceptable [form of evidence](#) to verify their right to work.

Visa Sponsorship

For those who do not have a right to work in the UK, the University is a UKVI licensed sponsor and is able to issue a Certificate of Sponsorship (CoS) to successful candidates who are offered skilled roles and meet the eligibility criteria. The CoS enables candidates to apply for a Skilled Worker visa. Further information on the Skilled Worker visa can be found via: www.gov.uk/skilled-worker-visa

Global Talent Visa Route

The Global Talent visa is an alternative route to sponsorship, directly applied for by the applicant. It is open to those wishing to work in the UK and who are a leader or potential leader in the fields of academia or research, arts and culture, and digital technology. Further information on the Global Talent Route can be found via: <https://www.gov.uk/global-talent>

For **additional** information on both visa sponsorship and non-sponsorship visa routes, please visit the UK Visas and Immigration website: <https://www.gov.uk/browse/visas-immigration/work-visas>

Academic Technology Approval Scheme (ATAS)

Academics and Researchers applying for Skilled Worker visas and Sponsored Researchers applying for Government Authorised Exchange visas who will be undertaking research activities, at PhD level or above, in the one of the ATAS listed subject areas will be required to obtain an ATAS certificate before they can apply for a visa to work in the UK.

Exemptions will exist for nationals from the EEA, Australia, Canada, Japan, New Zealand, Singapore, South Korea, Switzerland and USA and those applying for Global Talent Visas. For further information on this, please visit the UK Visas and Immigration website: <https://www.gov.uk/guidance/find-out-if-you-require-an-atas-certificate>



Equal Opportunities

Queen Mary University of London is a Russell Group University with a difference. Our vision is to be recognised across the world as the most inclusive research-intensive University. We will strive to achieve that goal.

To all the communities at Queen Mary, inclusivity is key to who we are and to achieving all our ambitions.

We are a multi-faculty institution teaching undergraduates and postgraduates across all the major disciplines. We offer more than 280 undergraduate courses. We have world-leading research across disciplines and were ranked 5th in the UK in the last Research Excellence Framework (REF) for the quality of our research outputs, and continually challenge ourselves to ensure we have an environment where everyone feels included and can flourish.

We are very proud of our teaching and learning and were awarded a 'silver' in the Teaching Excellence Framework (TEF) (2016-17). We are also deeply embedded in the local community and were the first UK University to be awarded an Engage Watermark Gold award for public engagement by the National Coordinating Centre for Public Engagement.

Unlike many other Russell Group universities, we attract a very diverse student population. Of our 25,000+ students, over 30 per cent are from non-EU overseas countries, and 9 per cent are from the EU. Our international students are drawn from over 160 countries. 90 per cent of our home students are from state schools, 59 per cent are Black Asian Minority Ethnic (BAME), 42 per cent are the first in their families to go into higher education and over 30 per cent are from households where the household income, as assessed by Student Finance England, is less than £15,000.

We attract a lot of local students, owing to our strong relationships with schools in the surrounding boroughs, coupled with a strong reputation for inclusivity. 37 per cent of our students commute to our campuses daily. Our staff body is also diverse and is drawn from over 162 countries.

Inclusivity is one of our fundamental core values at Queen Mary: it is intrinsic to who we are. Our diversity of cultures and backgrounds is key to the vibrancy of our community and to the knowledge and ideas we are able to generate and pass on; without that diversity, we would not be who we are. We are extremely proud that we attract such a diverse staff and student body, and are fully committed to providing an environment where everyone is supported to flourish and fulfil their potential, irrespective of their background.

To be truly inclusive requires sustained, proactive, hard work, and we know there are areas where we have work to do. Our core objectives are focused on reducing the BAME attainment gap and increasing the proportion of female and BAME staff at the higher grades, both for academics and for Professional Services. We are looking to see how we can 'hard-wire' inclusivity throughout all our policies and practices: we do not see this work as belonging to one team or unit, but rather as being embedded in all that we do.

Being inclusive makes us better at everything we do, it improves our daily lives and the delivery and impact of our work.

EDI Initiatives

Queen Mary is committed to advancing Equality, Diversity and Inclusion (EDI) and champions a number of EDI initiatives across the University. Queen Mary holds a Silver Institutional [Athena SWAN](#) award for advancing gender equality, and is also a [Stonewall Diversity Champion](#) and commits to advancing LGBTQ+ inclusion by submitting to the [Stonewall Workplace Equality Index](#). We also offer a number of development programmes including [Springboard](#), [Aurora](#) and [B-MEntor](#). We are committed to championing EDI relating to all protected characteristics and other underrepresented and marginalised groups under the Equality Act 2010. We offer 'Introducing Inclusion' training for staff to give them an understanding of EDI related issues and provide them with the tools needed to champion inclusivity and embed best inclusive practice in all the work they do. EDI is built into everything we do at Queen Mary, and is championed through a well-established governance structure. If you are interested in learning more about Equality, Diversity and Inclusion at Queen Mary and how to get involved then please contact hr-equality@qmul.ac.uk.

Flexible working:

Queen Mary is proud of the diversity of its staff and students. We encourage inclusive practices in everything that we do, to ensure that everyone who works here feels valued and enabled to have a positive working experience. We are therefore open to considering applications from candidates wishing to work flexibly, balanced against business need. Our [Flexible Working Policy](#) includes examples of some of the flexible working arrangements that could be considered. If you feel that this is something that may be of benefit to you, please do ask.

Family Friendly Policies:

Queen Mary recognises the commitments that staff have to their family and the importance of work-life balance. To support this Queen Mary offers a range of [family friendly policies](#) with enhanced rates of pay available for family-related leave, following a qualifying period of service.



Further Information

Details about the school can be found at:

<http://www.smd.qmul.ac.uk/>

Informal enquiries should be made to:

Name: Ms Josephine Wilkin

Email: j.wilkin@qmul.ac.uk

General Information

Please note that we advertise our salaries on a range to indicate the trajectory of progression that can be made. Appointments are usually made at the start of the salary range. The Queen Mary salary structure includes automatic pay progression within the published grades, subject to service, funding and performance. In addition to this, there are performance related annual pay review schemes in place

