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| Last updated: | February 2016 |

**JOB DESCRIPTION**

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| Post title: | **Administrator in the International Office** | | |
| Department: | Student Recruitment & International Relations | | |
| Faculty: | Professional Services | | |
| Career Pathway: | Management, Specialist and Administrative (MSA) | Level: | 2b |
| \*ERE category: | N/A | | |
| Posts responsible to: | Admin Team Manager | | |
| Posts responsible for: | N/A | | |
| Post base: | Office-based | | |

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| Job purpose |
| To provide effective and efficient administrative support to the International Office, with specific assignment to a regional team (s). |

| Key accountabilities/primary responsibilities | | % Time |
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|  | To provide effective and efficient administrative support in the planning and organising of international travel, including education exhibitions and recruitment visits, involving freighting, visas, travel, accommodation, alumni contact, booking of exhibition facilities and other requirements in designated countries for the designated regional team(s). | 35 % |
|  | To provide effective and efficient administrative support for travel by Senior Management and academic colleagues. | 15% |
|  | Assisting with the arrangement of inward visits by international visitors and others including the co-ordination of diaries, arranging and servicing meetings, filtering enquiries, drafting and preparation of documents and organisation of events | 10% |
|  | To apply a good working knowledge of service administrative systems to answer queries and resolves problems from colleagues and external customers. | 5% |
|  | To contact other Services or external customers to source and exchange information. | 5% |
|  | To contribute to the development of office administrative systems, carrying out administrative processes and ensuring controls are in place to ensure accuracy and timeliness. | 5% |
|  | To analyse, manipulate and interpret complex information in order to compile detailed summary reports. | 5% |
|  | To process invoices and orders, making effective use of Agresso financial administrative process as required. | 10% |
|  | To provide informal coaching/ training experience to colleagues in relation to administrative tasks. | 5% |
|  | Any other duties that fall within the scope of the job, as allocated by the line manager following consultation with the post holder. | 5% |

| Internal and external relationships |
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| * Staff in the International Office and in Professional Services, International visitors, students, and enquirers in person. Faculties and Academic Units within the University. * Outside agencies including the British Council, travel agents, international agents, education institutions etc. |

| Special Requirements |
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| 1. Ability to multi-task with close attention to detail and working to deadlines 2. Ability to relate to a wide range of people |

**PERSON SPECIFICATION**

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| Criteria | Essential | Desirable | How to be assessed |
| Qualifications, knowledge and experience | Skill level equivalent to achievement of NVQ2, GCSE or City and Guilds.  Previous work experience within an administrative or secretarial support role.  Track record of successfully handling  a demanding workload  Evidence of a strongly developed awareness of customer service  Able to demonstrate a sufficient knowledge of work systems, equipment processes and standard IT packages.  Able to demonstrate a good knowledge of the role and its context.  Ability to produce clear, accurate and concise written documentation.  Experience of analysing data and presenting summary information clearly. | Skill level equivalent to achievement of HNC, A-Level, NVQ 3 or equivalent experience  Understanding of the student educational experience, for example being a graduate  Web page maintenance  Committee work  Interaction with external visitors  Marketing experience or awareness |  |
| Planning and organising | Able to effectively organise allocated work activities and assist in the effective organisation of non-standard tasks and events.  Evidence of managing a task end-to-end within quality and time standards  Attention to detail  Ability to work well with minimum supervision. |  |  |
| Problem solving and initiative | Able to independently solve a range of problems by responding to varying circumstances, whilst working within standard procedures. |  |  |
| Management and teamwork | Able to contribute to team efficiency through sharing information and constructively supporting others.  Able to ensure any staff managed or supervised are focuses on allocated tasks and aware of service standards.  Ability to effectively allocate work and check the work of others ensuring required service standards and deadlines are met.  Ability to adapt well to change and service improvements. |  |  |
| Communicating and influencing | Able to seek and clarify detail.  Experience of providing advice on administrative procedures to colleagues and external customers.  Able to demonstrate own duties to other colleagues as required.  Ability to relate well to a wide range of people including overseas visitors |  |  |
| Other skills and behaviours | Ability to work on own initiative and as a member of a team |  |  |
| Special requirements | Close attention to detail even under pressure  Ability to maintain a calm and cheerful team spirit |  |  |

**JOB HAZARD ANALYSIS**

**Is this an office-based post?**

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| Yes | If this post is an office-based job with routine office hazards (eg: use of VDU), no further information needs to be supplied. Do not complete the section below. |
| No | If this post is not office-based or has some hazards other than routine office (eg: more than use of VDU) please complete the analysis below.  Hiring managers are asked to complete this section as accurately as possible to ensure the safety of the post-holder. |

## - HR will send a full PEHQ to all applicants for this position. Please note, if full health clearance is required for a role, this will apply to all individuals, including existing members of staff.

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| **ENVIRONMENTAL EXPOSURES** | **Occasionally**  (<30% of time) | **Frequently**  (30-60% of time) | **Constantly**  (> 60% of time) |
| Outside work |  |  |  |
| Extremes of temperature (eg: fridge/ furnace) |  |  |  |
| ## Potential for exposure to body fluids |  |  |  |
| ## Noise (greater than 80 dba - 8 hrs twa) |  |  |  |
| ## Exposure to hazardous substances (eg: solvents, liquids, dust, fumes, biohazards). Specify below: |  |  |  |
| Frequent hand washing |  |  |  |
| Ionising radiation |  |  |  |
| **EQUIPMENT/TOOLS/MACHINES USED** | | | |
| ## Food handling |  |  |  |
| ## Driving university vehicles(eg: car/van/LGV/PCV) |  |  |  |
| ## Use of latex gloves (prohibited unless specific clinical necessity) |  |  |  |
| ## Vibrating tools (eg: strimmers, hammer drill, lawnmowers) |  |  |  |
| **PHYSICAL ABILITIES** | | | |
| Load manual handling |  |  |  |
| Repetitive crouching/kneeling/stooping |  |  |  |
| Repetitive pulling/pushing |  |  |  |
| Repetitive lifting |  |  |  |
| Standing for prolonged periods |  |  |  |
| Repetitive climbing (ie: steps, stools, ladders, stairs) |  |  |  |
| Fine motor grips (eg: pipetting) |  |  |  |
| Gross motor grips |  |  |  |
| Repetitive reaching below shoulder height |  |  |  |
| Repetitive reaching at shoulder height |  |  |  |
| Repetitive reaching above shoulder height |  |  |  |
| **PSYCHOSOCIAL ISSUES** | | | |
| Face to face contact with public |  |  |  |
| Lone working |  |  |  |
| ## Shift work/night work/on call duties |  |  |  |