

Job Description and Person Specification

JOB DESCRIPTION

Post title:	Administrator		
School/Department:	Faculty of Social Sciences		
Faculty:	Faculty Central		
Career Pathway:	Management, Specialist and Administrative (MSA)	Level:	2b
Posts responsible to:	Executive Officer / Senior Administrator		
Posts responsible for:	n/a		
Post base:	Office-based		

Job purpose
Provide comprehensive, effective and efficient administrative and operational support to the local academic environment through the maintenance of clear office systems and processes, including delivery of the Faculty Central core services.

Key accountabilities/primary responsibilities	% Time
<p>1. Academic Community Administrative Support Provide high quality, value-added and flexible support and administrative service to senior academics and other members of the academic community in line with the Faculty Central core services. Act as first point of contact for a range of enquiries to ensure an effective customer service and positive student experience. Financial administration including invoices and requisitions via Agresso; liaise with Finance and work within financial regulations. HR administration including staff recruitment (using e-recruit), visitor arrangements, academic appraisal, probation, promotion, and induction; maintaining accurate records and ensuring compliance with university / faculty policies and systems. Collation and analysis of information to support the preparation of reports and data sets that will assist strategy and decision-making. Maintain office supplies and equipment, anticipating requirements for new staff including stationery, keys, furniture, telephony etc. Support achievement of Faculty/School/Department objectives.</p>	55 %
<p>2. Events and Communications Provide effective and efficient administrative/secretarial support to meetings and working groups as required, taking accurate notes, ensuring reliable record keeping and managing actions effectively. Organise, support and (if required) attend events (seminars, workshops, visitor lectures) ensuring all activities and deliverables run efficiently by co-ordinating diaries, booking venues, setting and communicating programme schedules, liaising with appropriate key stakeholder groups, managing hospitality and visitor arrangements. Support effective internal communication, including the development and maintenance of intranet sites and content for digital signage, liaising with appropriate stakeholders</p>	15 %
<p>3. Space & Facilities Support space planning and local infrastructure requirements including effective use of Planon and the allocation of desks for postgraduates, researchers, academic staff and visitors. Oversight for local managed print devices, meeting spaces and office moves etc. if required.</p>	10%
<p>4. Collegiality Share and exchange key information and identify areas of best practice, contributing to the development of office administrative systems, working with colleagues across the faculty. Build and use a good working knowledge of university / faculty / school administrative systems and structures to identify solutions to a range of enquiries and provide advice and guidance. Attend and contribute to team meetings as requested and appropriate.</p>	10%

Key accountabilities/primary responsibilities	% Time
<p>5. Other Support the Faculty Health and Safety and Diversity agendas by promoting key messages and adherence to university / faculty policy. Support and promote the university's 'Southampton Behaviours' and student experience initiatives, and work with colleagues to embed them as a way of working within the faculty.</p>	5%
6. Any other duties as allocated by the line manager following consultation with the post holder	5%

Internal and external relationships
Faculty Central team members across the faculty. Other members of the school/department/group and faculty. Colleagues within other professional services. External stakeholders as appropriate.

PERSON SPECIFICATION

Criteria	Essential	Desirable	How to be assessed
Qualifications, knowledge and experience	<p>Skill level equivalent to achievement of NVQ2, GCSE, City and Guilds.</p> <p>Ability to produce clear, accurate and concise written documentation within agreed time scales.</p> <p>Good numeracy skills.</p> <p>Previous work experience within a busy administrative/secretarial support role and/or customer-focused environment.</p> <p>Ability to make effective use of standard office computer systems including word-processing, spreadsheets and presentations.</p> <p>Experience of analysing data and presenting reports and summary information clearly.</p>	<p>RSA II word-processing, or equivalent level of skill or qualification.</p> <p>Experience of monitoring a small scale budget (e.g. stationery).</p> <p>Knowledge of University systems such as Agresso, Planon, Stonefish and Go2Book travel booking system.</p>	Application / Interview
Planning and organising	<p>Ability to organise and prioritise own work effectively and follow/ implement procedures in order to produce work to a high standard and to required deadlines.</p> <p>Ability to work well with minimum supervision.</p> <p>Attention to detail.</p>		Application / Interview
Problem solving and initiative	<p>Ability to independently solve a range of problems by responding to varying circumstances, whilst working within standard procedures.</p> <p>Proven organisation skills.</p>		Application / Interview
Management and teamwork	<p>Able to contribute to team efficiency through sharing information and constructively supporting others.</p> <p>Able to maintain good working relationships across a range of colleagues, customers and stakeholders.</p> <p>Ability to take ownership for own workload and help to resolve first level administrative enquiries on behalf of professional services.</p> <p>Ability to adapt well to change and service improvements.</p>		Application / Interview
Communicating and influencing	<p>Experience of providing advice on administrative procedures to colleagues and external customers.</p> <p>Able to communicate effectively and with empathy.</p> <p>Able to take accurate and concise minutes at complex meetings and</p>		Application / Interview

	<p>circulate outputs within an agreed time scale.</p> <p>Evidence of good interpersonal skills and customer service skills.</p> <p>Flexible approach and manner.</p>		
Other skills and behaviours	<u>Embedding Collegiality*</u> (see below)		Application / Interview
Special requirements	<p>Flexibility with regards to hours of work as appropriate.</p> <p>The maintenance of confidentiality in information and data management at all times.</p>		Application / Interview

JOB HAZARD ANALYSIS

Is this an office-based post?

<input checked="" type="checkbox"/> 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.
<input type="checkbox"/> 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.

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			

Embedding Collegiality

Collegiality represents one of the four core principles of the University; Collegiality, Quality, Internationalisation and Sustainability and is at the heart of everything we do. Our Southampton Behaviours set out our expectations of all staff across the University to support the achievement of our strategy.

All staff	Behaviour
Personal Leadership	I take personal responsibility for my own actions and an active approach towards my development
	I reflect on my own behaviour, actively seek feedback and adapt my behaviour accordingly
	I show pride, passion and enthusiasm for our University community
	I demonstrate respect and build trust with an open and honest approach
Working Together	I work collaboratively and build productive relationships across our University and beyond
	I actively listen to others and communicate clearly and appropriately with everyone
	I take an inclusive approach, value the differences that people bring and encourage others to contribute and flourish
	I proactively work through challenge and conflict, considering others' views to achieve positive and productive outcomes
Developing Others	I help to create an environment that engages and motivates others
	I take time to support and enable people to be the best they can
	I recognise and value others' achievements, give praise and celebrate their success
	I deliver balanced feedback to enable others to improve their contribution
Delivering Quality	I identify opportunities and take action to be simply better
	I plan and prioritise efficiently and effectively, taking account of people, processes and resources
	I am accountable, for tackling issues, making difficult decisions and seeing them through to conclusion
	I encourage creativity and innovation to deliver workable solutions
Driving Sustainability	I consider the impact on people before taking decisions or actions that may affect them
	I embrace, enable and embed change effectively
	I regularly take account of external and internal factors, assessing the need to change and gaining support to move forward
	I take time to understand our University vision and direction and communicate this to others