

# Job description & person specification

## JOB DESCRIPTION

Post title:	<b>Administrative Officer</b>		
Academic Unit/Service:	Student & Academic Administration Workstream		
Faculty/Registry:	Professional Services	Team:	Admin & Assessment
Career pathway:	MSA	Level:	L2b
Posts responsible to:	Student Administration and Assessment Team Leader (MSA4) Student Administration and Assessment Senior Administrative Officer (MSA 3)		
Posts responsible for:	n/a		
Post base:	Office-based		

<b>Job purpose</b>
To provide administrative support for a range of duties, sharing responsibility for the efficient and seamless delivery of student administration and assessment.
To proactively contribute to process, system and service improvements through the development of constructive relationships with SAA workstream partners, beneficiaries and stakeholders.

Key accountabilities/primary responsibilities	% Time
1. To apply a good working understanding of student administration and assessment policies, processes and systems.	20
2. In liaison with the Student Administration and Assessment Senior Officer plan and prioritise own work activities to support the delivery of a set of the functional activities listed in Appendix A.	20
3. To provide advice and guidance to beneficiaries and stakeholders on established policies, applying knowledge of systems and processes to resolve problems. To act as a filter for enquiries/issues/problems, escalating those that cannot be resolved to the Senior Administrative Officer/Team Leader as appropriate.	20
4. To work in collaboration with SAA workstream partners to build up a detailed knowledge of systems, policies and processes, translating that knowledge within the functional team to ensure that the work is completed accurately and that quality standards are maintained.	10
5. To undertake detailed interpretation, manipulation and analysis/evaluation of data to contribute to the design of processes and systems, undertaking user acceptance testing as required.	10

Key accountabilities/primary responsibilities		% Time
6.	To apply agreed customer-focused service standards to beneficiaries and stakeholders.	10
7.	To be flexible and adaptable in the approach to work routines, undertaking other tasks, roles and duties within the SAA workstream as may be assigned.	5
8.	Any other duties as allocated by the line manager following consultation with the post holder.	5

Internal and external relationships
<ul style="list-style-type: none"> <li>• Active collaboration with Academic and Management, Specialist and Administrative Staff in the Faculty with responsibility for student administration and assessment.</li> <li>• Active collaboration with teams within the Student and Academic Administration Hub and other Professional Services Communication with other job families, e.g. Technical and Experimental</li> <li>• Communication with external stakeholders group, e.g. students and alumni</li> <li>• Casual staff and groups of temporary staff during peak periods</li> </ul>

**PERSON SPECIFICATION**

Criteria	Essential	Desirable	How to be assessed
<b>Qualifications, knowledge &amp; experience:</b>	<p>Possess GCSE/O levels, NVQ2 or equivalent qualifications plus work experience in a relevant role.</p> <p>Experience of assisting with the analysis and manipulation of student data or similar large data sets.</p>		Application
<b>Planning &amp; organising:</b>	<p>Capacity to organise data and schedule activities so that they run smoothly.</p> <p>Ability to work accurately and operate processes and procedures within relevant policies.</p> <p>Capacity to manage own time effectively and deliver outputs consistent with the standards expected in terms of productivity and quality.</p>		Application Interview and references
<b>Problem solving &amp; initiative:</b>	<p>Ability to acquire and apply good working knowledge of administrative processes, procedures and systems.</p> <p>Ability to use initiative and judgement to resolve daily problems with guidance from the Senior Administrative Officer and escalate issues that post holder cannot resolve within standard daily operations.</p> <p>Ability to acquire clear understanding of the quality and standards required for the delivery of student administration and related processes in a customer-focused organisation.</p> <p>Experience of operating and responding to some non-routine work situations.</p>		Application, Interview and references
<b>Management &amp; teamwork:</b>	<p>Ability to contribute to team behaviours and interact effectively and sensitively with peers.</p> <p>Ability to build effective networks across Student and Academic Administration work stream and Professional Services; sustain productive workplace relationships for the long term.</p> <p>Flexible and adaptable in approach to work routines, be able to adapt quickly to change; be open to working with different teams/individuals as the business demands.</p>		Interview and references

<p><b>Communicating &amp; influencing:</b></p>	<p>Effective partnership working and interpersonal skills.</p> <p>Capacity to speak to individuals and explain processes clearly and concisely; and to write in a clear and factually/grammatically accurate way.</p> <p>Able to communicate using a variety of channels i.e. telephone, email, face to face, Skype.</p> <p>Demonstrable confidence and positive commitment to the University's ways of working.</p>		<p>Interview and references</p>
<p><b>Service Delivery:</b></p>	<p>Evidence of a commitment to delivering services that add value from the perspective of the beneficiary.</p> <p>Proactive approach to following the standards set for all staff and engagement in sharing best practice across the team.</p> <p>Ability to maintain receptiveness to new ideas and approaches.</p> <p>Ability to engage in appropriate training and staff development to ensure knowledge and skills are always up to date.</p> <p>Capacity for patience and tolerance with large numbers of staff particularly when working under pressure.</p>		<p>Application, Interview and references</p>
<p><b>Information Technology Skills:</b></p>	<p>Proficient database user; be fully conversant with Microsoft Office suite of products.</p> <p>Proficient in using web based I.T solutions.</p>	<p>Be a proficient user of the Banner student record system.</p>	<p>Application and Interview</p>
<p><b>Special requirements:</b></p>	<p>Commitment to the integrity and confidentiality of all relevant data and processes.</p> <p>Flexibility to take leave outside peak times for the team.</p> <p>Flexibility to undertake other duties as required by the Senior Administrative Officer/Team Leader.</p>		<p>Interview</p>
<p>Other skills and behaviours</p>	<p><b><u>Embedding Collegiality*</u></b> (see below)</p>		<p>Application / Interview</p>

## Appendix A

### Functional activities - Student Administration and Assessment Team

The Student Administration and Assessment Team will be responsible for a range of business processes that cover those stages in the student life cycle from Institution Enrolment, Academic Programme Management and Student Financial Support, Assessment Management, Progress Management and Graduation Processes

Each Team member will be expected to have a working knowledge of the spread of business covered by the Team and will 'major' in assigned responsibilities in part of that life cycle.

#### Institution Enrolment

*To include\*:*

- Plan and organise Enrolment
- Plan and organise induction
- Prepare school induction information for welcome packs
- Issue welcome packs and publish induction information
- Review Enrolment policy
- Manual enrolment (paper form and data entry)
- Perform induction
- ID checking
- Issue ID cards
- Provide proof of enrolment letters for banks/council tax etc
- Monitor enrolment numbers

#### Academic Programme Management

*To include\*:*

- Manage optional module registration – student choices
- Record personal tutors, supervisors and advisers
- Allocate students to project groups
- Manage student withdrawal, suspension, transfers
- Respond to student enquiries by e-mail, telephone and in person
- Monitor attendance/sickness monitoring and record keeping
- Update Blackboard with general information or teaching resources
- Manage placements
- Manage field trips/study trips
- Manage visiting / exchange students
- Research council admin
- Identify and resolve activity and student clashes
- Manage the recording partner institution student's details and progression
- Manage the Administration of Inter-Semester Programmes
- Keep registers for professional bodies [if applicable]
- Manage lab attendance [if applicable]

#### Student Financial Support Management

*To include\*:*

- Allocation of scholarships
- SLC attendance checking
- Studentships administration

#### Assessment Management

*To include\**

Plan and manage receipt of coursework, dissertation, thesis and distribute for marking

- Receive and monitor Extension requests
- Enter exam details for timetabling 3 times a year
- Exam paper preparation, checking and production
- Coordinate AER exams in School
- Collect papers from Exams Office and distribute for marking.

- Monitor collation of individual assessment marks to calculate module mark
- External Examiner admin
- Exam board servicing
- Special considerations
- Manage transfer of marks between schools
- Enter final module mark into Banner
- Respond to student and staff enquiries
- Reconcile payment for students sitting exams externally, overseas, or as a re-sit
- Receive progress reports/checks regarding placements
- Set up assessment submission on Blackboard

### **Progress Management**

*To include\*:*

- Debt checking
- Process awards and maintain records
- Print Pass Lists
- Undertake progression activity
- Notification to students about progression
- Requests for academic references
- PGR upgrade/submission/examination/viva

### **Graduation Processes**

- Support Graduation activities

\* These lists are not exhaustive; other activities may be included due to process or system change, and by arrangement with the Manager.

## 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
<b>Personal Leadership</b>	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
<b>Working Together</b>	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
<b>Developing Others</b>	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
<b>Delivering Quality</b>	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
<b>Driving Sustainability</b>	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