Job Description & Person Specification

Last updated: <July 2015>

JOB DESCRIPTION

Post title:	Administrative Officer – Postgraduate Research/Graduate School		
Academic Unit/Service:	Student & Academic Administration Workstream		
Faculty:	Environmental and Life Sciences		
Career pathway:	Management, Specialist and Administrative (MSA)	Level:	2b
*ERE category:	n/a		
Posts responsible to:	Faculty Academic Registrar (MSA5) or Team Leader (MSA4) PGR/Graduate School Senior Administrative Officer (MSA3)		
Posts responsible for:	n/a		
Post base:	Office-based/Non Office-based (see job hazard analysis)		

Job purpose
To provide administrative support for a range of duties in support of postgraduate research/the Graduate School, sharing responsibility for the efficient and seamless delivery of postgraduate research. 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 policies, processes and systems in support of the delivery of postgraduate research activities.	20%
2. In response to the senior manager's general instructions and with minimal supervision, to 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 manager as appropriate	20%

Key accountabilities/primary responsibilities	% Time
4. To work in collaboration with SAA workstream partners to build up a detailed knowledge of systems, policies and processes, translating that knowledge within postgraduate research activities 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%
6. To apply agreed customer-focused service standards to beneficiaries and stakeholders	15%
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. Any other duties as allocated by the line manager following consultation with the post holder.	5%

Internal and external relationships
Internal & External Relationships: (nature & purpose of relationships) · Active collaboration with Academic and MSA Staff in the Faculty with responsibility for postgraduate research activities. · Active collaboration with teams within SAA Registry and other Professional Services Communication with other job families, e.g. TAE · Communication with external stakeholders group · Casual staff and groups of temporary staff during peak periods
Special Requirements:
• Commitment to the integrity and confidentiality of all relevant data and processes • Flexibility to take leave outside peak times in negotiation with the Senior Manager

PERSON SPECIFICATION

Criteria	Essential	Desirable	How to be assessed
Qualifications, knowledge and experience	Possess GCSE/O levels, NVQ2 or equivalent plus work experience in a relevant role. Broad relevant work experience that includes experience of operating and responding to some non-routine work situations. Experience of assisting with the analysis and manipulation of student data or similar large data sets.		Application Application
Planning and organising	Capacity to organise data and schedule activities, activities so that the run smoothly. Operate processes and procedures within relevant policies as they affect student data. Capacity to manage own time effectively and deliver outputs consistent with the standards expected in terms of productivity and quality.		Application, interview and references
Problem solving and initiative	Acquire and apply good working knowledge of administrative processes, procedures and systems. Use initiative and judgement to resolve daily problems with guidance from the senior manager and escalate issues that post holder cannot resolve within standard daily operations. Acquire clear understanding of the quality and standards required for the delivery of student data and processes in a customer-focused organisation		Application, interview and references Application and interview
Management and teamwork	Contribute to team behaviours and interact effectively and sensitively with peers. Build effective social networks across SAA work stream and Professional Services; sustain productive workplace relationships for the long term. Be flexible and adaptable in approach to work routines, be able to adapt quickly to change; be open to working with different		Interview and references

	teams/individuals as the business demands.		
Communicating and influencing	Effective partnership working and interpersonal skills are essential including : Capacity to speak to individuals and explain processes clearly and concisely; and to write in a clear and factually/grammatically accurate way. Demonstrate confidence and positive commitment to the University's ways of working.		Interview and references
Service Delivery	Evidence of a commitment to delivering services that add value from the perspective of the beneficiary. Proactive approach to following the standards set for all staff and engagement in sharing best practice across the team. Maintain receptiveness to new ideas and approaches. Engage in appropriate training and staff development to ensure knowledge and skills are always up to date. Capacity for patience and tolerance with large numbers of staff particularly when working under pressure.		Application, interview and references
Information Technology Skills	Be a proficient database user; be fully conversant with Microsoft Office suite of products. Be proficient in using web based I.T solutions.	Be a proficient user of the Banner student record system	Application and interview
Special requirements	Commitment to the integrity and confidentiality of all relevant data and processes. Flexibility to take leave outside peak times for the team. Flexibility to undertake other duties as required by the senior manager.		Interview

JOB HAZARD ANALYSIS

Is this an office-based post?

☒ Yes	If this post is an office-based job with routine office hazards (e.g.: 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 (e.g.: 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 (e.g.: fridge/ furnace)			
## Potential for exposure to body fluids			
## Noise (greater than 80 dba - 8 hrs twa)			
## Exposure to hazardous substances (e.g.: solvents, liquids, dust, fumes, biohazards). Specify below:			
Frequent hand washing			
Ionising radiation			
EQUIPMENT/TOOLS/MACHINES USED			
## Food handling			
## Driving university vehicles(e.g.: car/van/LGV/PCV)			
## Use of latex gloves (prohibited unless specific clinical necessity)			
## Vibrating tools (e.g.: strimmers, hammer drill, lawnmowers)			
PHYSICAL ABILITIES			
Load manual handling			
Repetitive crouching/kneeling/stooping			
Repetitive pulling/pushing			
Repetitive lifting			
Standing for prolonged periods			
Repetitive climbing (i.e.: steps, stools, ladders, stairs)			
Fine motor grips (e.g.: 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			

Appendix A

Functional activities within Postgraduate Research/Graduate School

The Postgraduate Research/Graduate School will be responsible for a range of business processes that cover those stages in the student life cycle from recruitment (if applicable) through to award. 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 of that life cycle.

Recruitment & Admissions Activities (if applicable to Faculty)

- ➤ contribution to the Faculty/University recruitment strategy

- ➤ co-ordination of and contribution to Faculty/University events

- ➤ review and preparation of associated literature

- ➤ provision of recruitment, selection and admission process advice and guidance to applicants and other stakeholders

- ➤ liaison with academic supervisors regarding the shortlisting and selection of suitably qualified applicants, managing and co-ordinating the performance of supplementary assessments as necessary

- ➤ co-ordination of the data entry processes for the communication of selection decisions and feedback to applicants and other stakeholders

- ➤ monitoring of admissions statistics, reporting patterns, concerns and trends as necessary

Student Administration

- ➤ co-ordination of pre-enrolment/induction activities, including those responsibilities associated with the points-based visa process

- ➤ co-ordination of all aspects of candidature from enrolment to award in accordance with programme regulations, including:

- ➤ preparation of associated programme literature for beneficiaries and other stakeholders, ensuring that amendments to regulations are incorporated and publicised accordingly

- ➤ assessment and examination processes, liaising with the PGT assessment team in relation to any requirements pertaining to the completion of PGT modules

- ➤ co-ordination of the studentship/CPD application and funding process, liaising with internal and external stakeholders (e.g. funding bodies, Finance workstream), ensuring awards are distributed, reconciled and reported in accordance with agreed schedules

- ➤ co-ordination of the postgraduate tracking process, liaising with academic supervisors to ensure adherence to progression and reporting schedules and timescales

- ➢ providing representation and attendance at Faculty/University committees/process ownership/working groups as requested

- ➢ participation in graduation ceremonies with other SAA staff and University colleagues

*   This list is not exhaustive: other activities may be included due to process or system change, and by arrangement with the senior manager