

Job Description & Person Specification

Last updated: October 2018

JOB DESCRIPTION

Post title:	Administrative Officer – Student Experience		
Academic Unit/Service:	Student and Academic Administration (SAA)		
Faculty:	Faculty of Social Sciences		
Career pathway:	MSA	Level:	2b
*ERE category:	N/A		
Posts responsible to:	Student Experience Team Leader (MSA 4) Student Experience Team Senior Administrative Officer (MSA 3)		
Posts responsible for:	N/A		
Post base:	Office-based		

Job Purpose

This post will focus on enhancing the students' experience by providing an efficient and flexible administrative service to support in peak areas of demand and by providing ongoing support to identified educational initiatives.

Key accountabilities/primary responsibilities	% Time
1. To apply a good working understanding of policies, processes and systems for all functional teams across the Faculty to ensure that activities are delivered accurately, efficiently and by agreed deadlines, to University quality standards. To liaise with key stakeholders including students, academic and administrative staff, to implement new initiatives arising from University and Faculty strategy and policies.	70
2. With minimal supervision, plan and prioritise own workload to support the delivery of a set of assigned activities / project work. Being flexible and adaptable in their approach to work routines, undertaking other tasks and duties as may be assigned.	25
3. Any other duties as allocated by the managers following consultation with the post holder.	5

Internal and external relationships

The role will work closely with the Faculty Academic Registrar, Team Leaders and a range of administrative and academic colleagues across the Faculty.

In addition, it will be vital for the post-holder to develop good relationships with other individuals from across the Faculty and the wider University, as well as many students.

PERSON SPECIFICATION

Criteria	Essential	Desirable	How to be assessed
Qualifications, knowledge & experience	<p>GCSE, NVQ2 or equivalent plus work experience in a relevant role.</p> <p>Proven experience of successfully planning and progressing work activities within professional guidelines and organisational policy.</p>	<p>Experience of organising and supporting meetings including setting agendas, minute and note taking.</p> <p>Experience of providing administrative support in Higher Education.</p> <p>Experience of using a student records' database</p>	<p>Application</p> <p>Application/ Interview</p> <p>Application/ Interview</p>
Planning & organising	<p>Proven ability to plan own workload and to manage own time effectively and deliver outputs to required standards.</p> <p>Able to work on a number of projects and initiatives simultaneously.</p> <p>Able to operate processes and procedures within relevant policies and guidance.</p> <p>Attention to detail.</p>		<p>Application/ Interview</p> <p>Application/ Interview</p> <p>Application/ Interview</p> <p>Application/ interview</p>
Problem solving & initiative	<p>Able to identify sources of relevant information and to learn how to work effectively in a complex and busy environment.</p> <p>Use initiative and judgement to resolve daily problems.</p> <p>Able to be flexible in approach, with a 'can-do' attitude.</p>		<p>Application/ Interview</p> <p>Application/ Interview</p> <p>Application/ Interview</p>
Management & teamwork	<p>Work effectively in a team and interact sensitively with colleagues.</p> <p>Build key relationships across the Faculty and wider University.</p> <p>Proven ability to be flexible and adaptable in approach to work routines adapting quickly to change and to working with different people and teams as the work demands.</p>		<p>Application/ Interview</p> <p>Application/ Interview</p> <p>Application/ Interview</p>
Communicating & influencing	<p>Able to communicate new and complex information effectively, both verbally and in writing, engaging the interest and enthusiasm of the target audience.</p> <p>Able to resolve tensions/difficulties as they arise.</p> <p>Able to provide guidance to colleagues to develop understanding and resolve problems.</p>		<p>Application/ Interview</p> <p>Application/ Interview</p> <p>Application/ Interview</p>

Other skills & behaviours	<p>Demonstrate a commitment to delivering services that add value and support the student experience.</p> <p>Demonstrate a proactive approach to following standards and engagement in sharing best practice.</p>		<p>Application/ Interview</p> <p>Application/ Interview</p>
Special requirements	Maintain the integrity and confidentiality of all university data and information at all times.		

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			