

# Job Description and Person Specification

Last updated: 14 December 2020

## JOB DESCRIPTION

Post title:	<b>Administrator</b>		
School/Department:	Faculty Operating Service (FOS)		
Faculty:			
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 FOS core services.

Key accountabilities/primary responsibilities	% Time
<p><b>1. Academic Community Administrative Support</b></p> <ul style="list-style-type: none"> <li>• 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 FOS core services.</li> <li>• Act as first point of contact for a range of enquiries to ensure an effective customer service and positive student experience.</li> <li>• Financial administration including invoices and requisitions via Agresso; liaise with Finance and work within financial regulations.</li> <li>• 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.</li> <li>• Collation and analysis of information to support the preparation of reports and data sets that will assist strategy and decision-making.</li> <li>• Maintain office supplies and equipment, anticipating requirements for new staff including stationery, keys, furniture, telephony etc.</li> <li>• Support achievement of Faculty/School/Department objectives.</li> </ul>	60 %
<p><b>2. Events and Communications</b></p> <ul style="list-style-type: none"> <li>• 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.</li> <li>• 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.</li> <li>• Support effective internal communication, including the development and maintenance of intranet sites and content for digital signage, liaising with appropriate stakeholders</li> </ul>	15 %

Key accountabilities/primary responsibilities		% Time
3.	<p><b>Space &amp; Facilities</b></p> <ul style="list-style-type: none"> <li>Support space planning and local infrastructure requirements including effective use of Planon and the allocation of desks for postgraduates, researchers, academic staff and visitors.</li> <li>Oversight for local managed print devices, meeting spaces and office moves etc. if required.</li> </ul>	10%
4.	<p><b>Collegiality</b></p> <ul style="list-style-type: none"> <li>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.</li> <li>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.</li> <li>Attend and contribute to team meetings as requested and appropriate.</li> </ul>	10%
5.	<p><b>Other</b></p> <ul style="list-style-type: none"> <li>Support the Faculty Health and Safety and Diversity agendas by promoting key messages and adherence to university / faculty policy.</li> <li>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.</li> <li>Any other duties as allocated by the line manager following consultation with the post holder</li> </ul>	5%

Internal and external relationships
<ul style="list-style-type: none"> <li>FOS team members across the faculty.</li> <li>Other members of the school / department / group and faculty.</li> <li>Colleagues within other professional services.</li> <li>External stakeholders as appropriate.</li> </ul>

Special Requirements
<ul style="list-style-type: none"> <li>Travel to other Faculty/University sites and flexible hours of work may be required for events, meetings etc.</li> <li>Good communication skills are essential.</li> <li>The maintenance of confidentiality in information and data management at all times is mandatory.</li> </ul>

## PERSON SPECIFICATION

Criteria	Essential	Desirable	How to be assessed
Qualifications, knowledge and experience	<ul style="list-style-type: none"> <li>• Skill level equivalent to achievement of NVQ2, GCSE, City and Guilds</li> <li>• Ability to produce clear, accurate and concise written documentation within agreed time scales.</li> <li>• Good numeracy skills.</li> <li>• Previous work experience within a busy administrative / secretarial support role and / or customer-focused environment.</li> <li>• Excellent IT skills, including standard Microsoft Office packages and confidence working with new technologies</li> <li>• Experience of analysing data and presenting reports and summary information clearly.</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of monitoring a small scale budget (eg stationery).</li> <li>• Knowledge of university systems such as Agresso, Planon, e-recruit and working with travel management systems</li> </ul>	Application / Interview
Planning and organising	<ul style="list-style-type: none"> <li>• 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.</li> <li>• Ability to work well with minimum supervision.</li> <li>• Attention to detail.</li> </ul>		Application / Interview
Problem solving and initiative	<ul style="list-style-type: none"> <li>• Ability to independently solve a range of problems by responding to varying circumstances, whilst working within standard procedures.</li> <li>• Proven organisation skills.</li> </ul>		Application / Interview
Management and teamwork	<ul style="list-style-type: none"> <li>• Able to contribute to team efficiency through sharing information and constructively supporting others.</li> <li>• Able to maintain good working relationships across a range of colleagues, customers and stakeholders.</li> <li>• Ability to take ownership for own workload and help to resolve first level administrative enquiries on behalf of professional services.</li> <li>• Ability to adapt well to change and service improvements.</li> </ul>		Application / Interview
Communicating and influencing	<ul style="list-style-type: none"> <li>• Experience of providing advice on administrative procedures to colleagues and external customers.</li> <li>• Able to communicate effectively and with empathy.</li> <li>• Able to take accurate and concise minutes at complex meetings and circulate outputs within an agreed time scale.</li> </ul>		Application / Interview
Other skills and behaviours	<ul style="list-style-type: none"> <li>• Evidence of good interpersonal and customer service skills.</li> <li>• A flexible approach and manner.</li> </ul>		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	Occasional y (<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			
<b>EQUIPMENT/TOOLS/MACHINES USED</b>			
## 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)			
<b>PHYSICAL ABILITIES</b>			
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			
<b>PSYCHOSOCIAL ISSUES</b>			
Face to face contact with public			
Lone working			
## Shift work/night work/on call duties			