

**JOB DESCRIPTION**

Post title:	<b>Administrative Officer</b>		
School/Department:	Student and Education Services		
Faculty:	Student Experience Directorate		
Career Pathway:	Management, Specialist and Administrative (MSA)	Level:	2b
Posts responsible to:	Senior Administrative Officer (MSA 3)		
Posts responsible for:	N/A		
Post base:	Office-based (see job hazard analysis)		

<b>Job purpose</b>
<p>Provide administrative support to students and academic staff in activities such as induction, programme administration, assessment e.g. exam management, Board of Examiners provision, award and graduation.</p> <p>Maintain student records across multiple systems.</p> <p>Respond to enquiries via email, face-to-face, phone or CRM systems, from students, academic staff and external partners in a customer focused manner, providing relevant information and advice. Maintain excellent standards of customer service at all times.</p> <p>Provide accurate advice on relevant policies, procedures and regulations e.g. supporting students in understanding how to apply for Special Considerations and Extensions, escalating complex enquiries where appropriate.</p> <p>Accurate handling of large data sets using IT systems and software such as the Student Administration System (Banner) and Excel.</p>

Key accountabilities/primary responsibilities	% Time
1. To learn and apply a good working understanding of student administration and assessment policies, processes and systems, ensuring activities are delivered in an accurate and timely manner.	20%
2. In liaison with the Senior Administrative Officer plan and prioritise own work activities to support the delivery of services to students and academic staff as well as external partners.	20 %
3. To provide advice and guidance on established policies, applying knowledge gained 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. Use IT systems to manage information and communication, undertaking regular training provided and updating of knowledge to ensure required quality of output is maintained.	20 %

Key accountabilities/primary responsibilities	% Time
5. To work collaboratively with colleagues across Student and Education Services and within wider Professional Services and the Faculty, to ensure effective communication and liaison. Ensure key elements of the service are delivered and personal/team/departmental objectives achieved.	15 %
6. To be flexible and adaptable in the approach to work routines, undertaking any other duties as allocated by the line manager following consultation with the post holder.	5 %

Internal and external relationships
<p data-bbox="181 589 288 622"><b>Internal</b></p> <ul data-bbox="236 633 1430 824" style="list-style-type: none"> <li data-bbox="236 633 507 667">· Student Body</li> <li data-bbox="236 667 1098 701">· Faculty staff eg academic staff, faculty administrative staff</li> <li data-bbox="236 701 1430 768">· Student and Education Services staff including Curriculum and Timetabling, Student Records, Exams and Awards.</li> <li data-bbox="236 768 1430 801">· Office of the Academic Registrar including teams responsible for Quality Assurance</li> <li data-bbox="236 801 675 835">· Professional Services staff</li> </ul> <p data-bbox="181 869 288 902"><b>External</b></p> <ul data-bbox="236 913 1246 972" style="list-style-type: none"> <li data-bbox="236 913 587 947">· External Examiners</li> <li data-bbox="236 947 1246 972">· Professional bodies e.g.those providing accreditation for programmes</li> </ul>

Special Requirements
<ul data-bbox="236 1104 1477 1205" style="list-style-type: none"> <li data-bbox="236 1104 1406 1137">· Commitment to the integrity and confidentiality of all relevant data and processes</li> <li data-bbox="236 1137 1477 1205">· Flexibility to take leave outside peak times in negotiation with the Senior Administrative Officer/Team Leader</li> </ul>

## PERSON SPECIFICATION

Criteria	Essential	Desirable	How to be assessed
Qualifications, knowledge and experience	<p>Skill level equivalent to achievement of NVQ2, GCSE or City and Guilds.</p> <p>Previous work experience within an administrative or secretarial support role.</p> <p>Able to demonstrate a sufficient knowledge of work systems, processes and standard IT packages.</p> <p>Able to produce clear, accurate and concise written documentation.</p> <p>Experience of analysing data and presenting summary information clearly.</p>		Application
Planning and organising	<p>Able to effectively organise allocated work activities and assist in the organisation of non-standard tasks and events.</p> <p>Capacity to manage own time effectively and deliver outputs consistent with the standards expected in terms of productivity and quality.</p>		Application and Interview
Problem solving and initiative	<p>Able to independently solve a range of problems by responding to varying circumstances, whilst working within standard procedures.</p> <p>Use initiative and judgement to know when to escalate problems which cannot be resolved independently.</p>		Application and Interview
Management and teamwork	<p>Contribute to team behaviours and interact effectively and sensitively with peers.</p> <p>Build effective networks across the division and Professional Services; sustain productive workplace relationships for the long term.</p> <p>Be 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
Communicating and influencing	<p>Able to build and maintain effective working relationships with a broad range of individuals and teams to achieve positive outcomes.</p> <p>Capacity to speak to individuals and explain processes clearly and</p>		Application and Interview

	<p>concisely.</p> <p>Ability to write in a clear, factually and grammatically accurate way.</p> <p>Demonstrate confidence and positive commitment to the University's ways of working.</p>		
Other skills and behaviours	<p>Proactive approach to following the standards set for all staff and engagement in sharing best practice across the team.</p> <p>Maintain receptiveness to new ideas and approaches.</p> <p>Engage in appropriate training and staff development to ensure knowledge and skills are always up to date.</p>		Interview
Special requirements	<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>		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			
<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			