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| Last updated: | November 2022 |

**JOB DESCRIPTION**

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| Post title: | Senior Administrative Officer | | |
| Standard Occupation Code: (UKVI SOC CODE) | TBC – 41XX/421XX – Depends on Key Accountabilities | | |
| School/Department: | Student Admin and Academic Affairs | | |
| Faculty: | Student Experience Directorate (SED) | | |
| Career Pathway: | Management, Specialist and Administrative (MSA) | Level: | 3 |
| Posts responsible to: | CDT/DTP Manager | | |
| Posts responsible for: | CDT/DTP Administrators (where applicable) | | |
| Post base: | Office-based | | |

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| Job purpose |
| To proactively deliver a range of activities across the Doctoral Training Centre (CDT)/Doctoral Training Partnership (DTP) in service of delivering an excellent student experience.  These duties will include but are not limited to the recruitment and admission of students to the CDT/DTP, administering training and development courses, managing financial claims, acting as a first point of contact and support for student enquiries.  To collaboratively develop and maintain a strong cohort identity within the CDT/DTP student community and effective working relationships with the CDT/DTP management team and partner network as well as University of Southampton professional services staff. |

| Key accountabilities/primary responsibilities | | % Time |
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|  | To apply a detailed understanding of the University of Southampton and UK Research and Innovation (UKRI) policies, processes and systems to ensure that activities are delivered accurately, efficiently and by agreed deadlines. Engage in a process of continuous improvement to refine these processes. | 20% |
|  | To lead on the organisation and delivery of CDT/DTP training and cohort development events in collaboration with external partners. | 20% |
|  | To work collaboratively with staff across the Doctoral College and in other Professional Services, and in partner institutions/organisations to ensure that shared responsibilities for CDT/DTP processes are discussed and equitable arrangements agreed. This will involve gaining a greater understanding of institutional and partner organisations developments, student-centred and customer service approaches. | 15% |
|  | To ensure the consistent planning and prioritisation of short and medium term work, and that of direct reports, in response to agreed deadlines. To ensure that work is completed accurately and that high quality standards are maintained. To resolve issues, escalating where necessary to the CDT/DTP Manager. | 20% |
|  | To apply agreed customer-focused service standards to all students and stakeholders. To monitor progress on agreed service standards, reporting significant issues to the CDT/DTP Manager. | 10% |
|  | To identify training and mentoring needs, including contribution to the appraisals process, facilitating support and guidance as necessary, to ensure that the design and delivery of agreed processes for postgraduate research meets the needs of beneficiaries, reporting any significant issues to the CDT/DTP Manager. | 5% |
|  | Contribute, as a member of the Doctoral College Team, towards broader initiatives to ensure and implement an excellent student experience. Participate in cross-functional activities such as international student registration, open days and student recruitment events, confirmation and clearing. | 5% |
|  | Any other duties as allocated by the line manager following consultation with the post holder. | 5% |

| Internal and external relationships |
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| * Active collaboration with Academic and MSA Staff in CDT/DTP Network, and Faculty. * Active collaboration with teams within SAAA and other Professional Services * Communication with other job families * Communication with external stakeholders group |

| Special Requirements |
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| * Demonstrate Southampton University behaviours (Embedding Collegiality – see below). * Commitment to the integrity and confidentiality of all relevant data and processes * Flexibility to take leave outside peak times in negotiation with the CDT/DTP Manager |

**PERSON SPECIFICATION**

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| Criteria | Essential | Desirable | How to be assessed |
| Qualifications, knowledge and experience | Skill level equivalent to achievement of HNC, A-Level, NVQ3 with proven work experience acquired in relevant roles and job-related training.  Evidence of a commitment to delivering services that add value from the perspective of the students and key staff.  Be a proficient database user; be fully conversant with Microsoft Office suite of products.  Be proficient in using web-based IT solutions. | Be a proficient user of the Banner student record system. | Application  Application  Application  Application  Application |
| Planning and organising | Capacity to organise data and schedule events, activities and resources and ensure they run smoothly.  Plan and prioritise own short and medium term work activities within guidance offered by the CDT/DTP Manager.  Monitor timescales and resources and report to the CDT/DTP Manager issues which cannot be resolved within standard daily operation. |  | Application / Interview  Application / Interview  Application / Interview |
| Problem solving and initiative | Ability to acquire and apply comprehensive knowledge of funding regulations, processes, procedures and systems; use initiative and judgement to resolve daily problems within the team and guidance offered by the CDT/DTP Manager.  Ability to acquire clear understanding of the quality and standards required for the delivery of the CDT/DTP in a customer focussed organisation.  Maintain receptiveness to new ideas and approaches. |  | Interview  Interview  Interview |
| Management and teamwork | Ability to contribute to team behaviours and interact effectively and sensitively with peers. Build effective social networks across the CDT/DTP Partnership, CDT/DTP Network, SAAA work stream and Professional Services; sustain productive workplace relationships for the long term.  Ability to 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.  Proactive approach to following the standards set for all staff and engagement in sharing best practice across the Team.  Capacity for patience and tolerance with large numbers of staff particularly when working under pressure. | Successful supervisory experience. | Application / Interview  Application / Interview  Interview  Interview |
| Communicating and influencing | Effective partnership working and interpersonal skills are essential including:  Capacity to speak to groups and individuals and explain processes clearly and concisely; and to write in a clear and factually/grammatically accurate way.  Demonstrate adequate preparation for meetings so that time is used effectively.  Demonstrate confidence and positive commitment to the CDT/DTP and its partners institutional ways of working and explain these to all staff. |  | Application / Interview  Interview  Interview  Interview |
| Other skills and behaviours | Engage in appropriate training and staff development to ensure knowledge and skills are always up to date. |  | Interview |

**JOB HAZARD ANALYSIS**

**Is this an office-based post?**

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| 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. |
| 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.

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| **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 |  |  |  |

Appendix 1. Embedding Collegiality

Collegiality represents one of the four core principles of the University; Collegiality, Quality, Internationalisation and Sustainability. Our Southampton Behaviours set out our expectations of all staff across the University to support the achievement of our strategy.

