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| Last updated: | September 2024 |

**JOB DESCRIPTION**

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| Post title: | **Administrative Officer** |
| Standard Occupation Code: (UKVI SOC CODE) | N/A |
| School/Department: | Student Administration and Academic Affairs (SAAA) |
| Faculty: | Student Experience Directorate (SED) |
| Career Pathway: | Management, Specialist and Administrative (MSA) | Level: | 2b |
| Posts responsible to: | Student Administration Team Leader (MSA4)Student Administration Senior Administrative Officer (MSA 3) |
| Posts responsible for: |  |
| Post base: | Office-based (see job hazard analysis) |

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| Job purpose |
| To provide administrative support for a range of duties, sharing responsibility for the efficient and seamless delivery of student administration.To proactively contribute to process, system, and service improvements through the development of constructive relationships with SA&AA workstream partners, beneficiaries, and stakeholders. |

| Key accountabilities/primary responsibilities | % Time |
| --- | --- |
|  | To apply a good working understanding of student administration policies, processes and systems.  | 20% |
|  | In liaison with the Student Administration Senior Administrative Officer plan and prioritise own work activities to support the delivery of a set of the functional activities listed in Appendix A.  | 20% |
|  | 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 Administrative Officer/Team Leader as appropriate | 20% |
|  | To work in collaboration with SA&AA workstream partners to build up a detailed knowledge of systems, policies, and processes, translating that knowledge within the Student Administration team to ensure that the work is completed accurately and that quality standards are maintained | 10% |
|  | 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% |
|  | To apply agreed customer-focused service standards to beneficiaries and stakeholders | 10% |
|  | Contribute, as a member of the Student Administration and Academic Affairs 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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| * Other members of the department
* Active collaboration with Academic and MSA Staff in the Faculty with responsibility for student administration and assessment.
* Active collaboration with teams within SA&AA and other Professional Services
* Communication with other job families, e.g. TAE
* Communication with external stakeholder groups, e.g., students and alumni
* Casual staff and groups of temporary staff during peak periods
* External customers
* Members of the public
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| Special Requirements |
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| * Commitment to the integrity and confidentiality of all relevant data and processes
* Flexibility to take leave outside peak times in negotiation with the Senior Administrative Officer/Team Leader
* Flexibility to undertake other duties as required by the Senior Administrative Officer/Team Leader
* Demonstrate Southampton behaviours (Embedding Collegiality – see below).
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**PERSON SPECIFICATION**

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| Criteria | Essential | Desirable | How to be assessed |
| Qualifications, knowledge and experience | Skill level equivalent to achievement of NVQ2, GCSE or City and Guilds.Previous work experience within an administrative or secretarial support role.Able to demonstrate a sufficient knowledge of work systems, equipment processes and standard IT packages.Experience of assisting with the analysis and manipulation of student data or similar large data sets.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. | ApplicationApplication and InterviewApplication and Interview TaskApplicationApplicationApplication |
| Planning and organising | Capacity to organise data and schedule activities, activities so that they run smoothly. Operate processes and procedures within relevant policies.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 Administrative Officer 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 administration and related processes in a customer-focused organisation. |  | Application, Interview and references |
| Management and teamwork | Contribute to team behaviours and interact effectively and sensitively with peers. Build effective networks across SES 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 teams/individuals as the business demands. |  | Interview and references |
| 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 |
| Other skills and behaviours | 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. |  |  |
| Special requirements |  |  |  |

**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 A

## Functional activities - Student Administration and Assessment Team

The Student Administration and Assessment Team will be responsible for a range of business processes that cover those stages in the student life cycle from Institution Enrolment, Academic Programme Management and Student Financial Support, Assessment Management, Progress Management and Graduation Processes

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 in part of that life cycle.

**Institution Enrolment**

*To include\*:*

* Plan and organise Enrolment
* Plan and organise induction
* Prepare school induction information for welcome packs
* Issue welcome packs and publish induction information
* Review Enrolment policy
* Manual enrolment (paper form and data entry)
* Perform induction
* ID checking
* Issue ID cards
* Provide proof of enrolment letters for banks/council tax etc.
* Monitor enrolment numbers

**Academic Programme Management**

*To include\*:*

* Manage optional module registration – student choices
* Record personal tutors, supervisors and advisers
* Allocate students to project groups
* Manage student withdrawal, suspension, transfers
* Respond to student enquiries by e-mail, telephone and in person
* Monitor attendance/sickness monitoring and record keeping
* Update Blackboard with general information or teaching resources
* Manage placements
* Manage field trips/study trips
* Manage visiting / exchange students
* Research council admin
* Identify and resolve activity and student clashes
* Manage the recording partner institution student’s details and progression
* Manage the Administration of Inter-Semester Programmes
* Keep registers for professional bodies [if applicable]
* Manage lab attendance [if applicable]

**Student Financial Support Management**

*To include\*:*

* Allocation of scholarships
* SLC attendance checking
* Studentships administration

**Graduation Processes**

* Support Graduation activities

\* These lists are not exhaustive; other activities may be included due to process or system change, and by arrangement with the Manager.

Appendix B. 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.

