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| Last updated: | October 2023 |

**JOB DESCRIPTION**

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| Post title: | Administrative Officer | | |
| Academic Unit/Service: | Student Administration and Academic Affairs | | |
| Faculty/Division | Doctoral College DTP/CDT |  |  |
| Career pathway: | Management, Specialist and Administrative (MSA) | Level: | 2b |
| \*ERE category: | n/a | | |
| Posts responsible to: | DTP/CDT Manager/Senior Administrative Officer | | |
| Posts responsible for: | n/a | | |
| Post base: | Office-based/hybrid | | |

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| Job purpose |
| To provide administrative support for a range of duties across the Doctoral Training Partnership/Centre for Doctoral Training 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 DTP/CDT, administering training and development courses, and processing invoices in line with university finance guidance.  To work collaboratively with the Doctoral College Faculty Team to provide comprehensive, effective and efficient administrative support to all CDT/DTP and PGR activities.  To proactively contribute to process, system and service improvements through the development of relationships across the DTP and the Doctoral College |

| Key accountabilities/primary responsibilities | | % Time |
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|  | To apply a good working understanding of policies, processes and systems in support of the delivery of postgraduate research activities. | 20% |
|  | To work proactively across the DTP/CDT and Doctoral College to assure the timely delivery of key administrative tasks in line with University guidelines and policies, including recruitment, advertising, inductions, training, monitoring of student progress, assessment and placement management. | 20% |
|  | To provide specific advice and guidance to students on DTP/CDTs and academic colleagues to ensure compliance with external funding bodies | 10% |
|  | To provide advice and guidance to beneficiaries and stakeholders on established policies, applying knowledge of systems and processes to resolve problems. | 10% |
|  | To work in collaboration with SAAA teams to build up a detailed knowledge of systems, policies and processes, translating that knowledge within postgraduate research activities to ensure that the work is completed accurately and that quality standards are maintained. | 10% |
|  | To analyse, manipulate and interpret complex information in order to compile information required to support all DTP/CDT and Doctoral College reporting. | 5% |
|  | To assist in the planning, organisation, communication and running of events. Attending outside normal working hours where required. | 10% |
|  | To process studentships, invoices and orders, including travel and accommodation arrangements making effective use of Agresso financial administrative process as required. | 10% |
|  | Any other duties as allocated by the line manager following consultation with the post holder. | 5% |

| Internal and external relationships |
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| Internal & External Relationships: (nature & purpose of relationships)  Active collaboration with cohorts of students   * Active collaboration with Academic and MSA Staff within the Doctoral College with responsibility for postgraduate research activities. * Active collaboration with teams within Student Administration and Academic Affairs * Communication with other workstreams, e.g. Global Recruitment and Admissions * Communication with external stakeholders * Casual staff and groups of temporary staff during peak periods |
| Special Requirements: |
| * Commitment to the integrity and confidentiality of all relevant data and processes * Flexibility to take leave outside peak times in negotiation with the Senior Manager * On occasion will need to attend events outside core working hours. |

**PERSON SPECIFICATION**

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| Criteria | Essential | Desirable | How to be assessed |
| Qualifications, knowledge and experience | Either:  Possess GCSE/O levels, NVQ2 or equivalent plus work experience in a relevant role.  Or:  Broad relevant work experience that includes experience of operating and responding to some non-routine work situations.  Experience of assisting with the analysis and manipulation of student data or similar large data sets. |  | Application  Application |
| Planning and organising | Capacity to organise data and schedule activities, activities so that the run smoothly.    Operate processes and procedures within relevant policies as they affect student data.  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 manager 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 data and processes in a customer-focused organisation |  | Application, interview and references  Application and interview |
| Management and teamwork | Contribute to team behaviours and interact effectively and sensitively with peers.  Build effective social networks across SAA work stream 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 |
| Service Delivery | 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. |  | Application, interview and references |
| Information Technology Skills | 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 | Application and interview |
| Special requirements | Commitment to the integrity and confidentiality of all relevant data and processes.  Flexibility to take leave outside peak times for the team.  Flexibility to undertake other duties as required by the senior manager. |  | 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 (e.g.: 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 (e.g.: 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 (e.g.: fridge/ furnace) |  |  |  |
| ## Potential for exposure to body fluids |  |  |  |
| ## Noise (greater than 80 dba - 8 hrs twa) |  |  |  |
| ## Exposure to hazardous substances (e.g.: solvents, liquids, dust, fumes, biohazards). Specify below: |  |  |  |
| Frequent hand washing |  |  |  |
| Ionising radiation |  |  |  |
| **EQUIPMENT/TOOLS/MACHINES USED** | | | |
| ## Food handling |  |  |  |
| ## Driving university vehicles(e.g.: car/van/LGV/PCV) |  |  |  |
| ## Use of latex gloves (prohibited unless specific clinical necessity) |  |  |  |
| ## Vibrating tools (e.g.: strimmers, hammer drill, lawnmowers) |  |  |  |
| **PHYSICAL ABILITIES** | | | |
| Load manual handling |  |  |  |
| Repetitive crouching/kneeling/stooping |  |  |  |
| Repetitive pulling/pushing |  |  |  |
| Repetitive lifting |  |  |  |
| Standing for prolonged periods |  |  |  |
| Repetitive climbing (i.e.: steps, stools, ladders, stairs) |  |  |  |
| Fine motor grips (e.g.: 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 |  |  |  |