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| Last updated: | 22 October 2019 |

**JOB DESCRIPTION**

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| Post title: | **Administrator** |
| 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 |

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| 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 |
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|  | **Academic Community Administrative Support*** 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.
* Act as first point of contact for a range of enquiries to ensure an effective customer service and positive student experience.
* Financial administration including invoices and requisitions via Agresso; liaise with Finance and work within financial regulations.
* 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.
* Collation and analysis of information to support the preparation of reports and data sets that will assist strategy and decision-making.
* Maintain office supplies and equipment, anticipating requirements for new staff including stationery, keys, furniture, telephony etc.
* Support achievement of Faculty/School/Department objectives.
 | 60 % |
|  | **Events and Communications*** 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.
* 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.
* Support effective internal communication, including the development and maintenance of intranet sites and content for digital signage, liaising with appropriate stakeholders
 | 15 % |
|  | **Space & Facilities*** Support space planning and local infrastructure requirements including effective use of Planon and the allocation of desks for postgraduates, researchers, academic staff and visitors.
* Oversight for local managed print devices, meeting spaces and office moves etc. if required.
 | 10% |
|  | **Collegiality*** 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.
* 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.
* Attend and contribute to team meetings as requested and appropriate.
 | 10% |
|  | **Other*** Support the Faculty Health and Safety and Diversity agendas by promoting key messages and adherence to university / faculty policy.
* 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.
* Any other duties as allocated by the line manager following consultation with the post holder
 | 5% |

| Internal and external relationships |
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| * FOS team members across the faculty.
* Other members of the school / department / group and faculty.
* Colleagues within other professional services.
* External stakeholders as appropriate.
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| Special Requirements |
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| * Travel to other Faculty/University sites and flexible hours of work may be required for events, meetings etc.
* Good communication skills are essential.
* The maintenance of confidentiality in information and data management at all times is mandatory.
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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, City and Guilds
* Ability to produce clear, accurate and concise written documentation within agreed time scales.
* Good numeracy skills.
* Previous work experience within a busy administrative / secretarial support role and / or customer-focused environment.
* Excellent IT skills, including standard Microsoft Office packages and confidence working with new technologies
* Experience of analysing data and presenting reports and summary information clearly.
 | * Experience of monitoring a small scale budget (eg stationery).
* Knowledge of university systems such as Agresso, Planon, e-recruit and working with travel management systems
 | Application / Interview |
| Planning and organising | * 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.
* Ability to work well with minimum supervision.
* Attention to detail.
 |  | Application / Interview |
| Problem solving and initiative | * Ability to independently solve a range of problems by responding to varying circumstances, whilst working within standard procedures.
* Proven organisation skills.
 |  | Application / Interview |
| Management and teamwork | * Able to contribute to team efficiency through sharing information and constructively supporting others.
* Able to maintain good working relationships across a range of colleagues, customers and stakeholders.
* Ability to take ownership for own workload and help to resolve first level administrative enquiries on behalf of professional services.
* Ability to adapt well to change and service improvements.
 |  | Application / Interview |
| Communicating and influencing | * Experience of providing advice on administrative procedures to colleagues and external customers.
* Able to communicate effectively and with empathy.
* Able to take accurate and concise minutes at complex meetings and circulate outputs within an agreed time scale.
 |  | Application / Interview |
| Other skills and behaviours | * Evidence of good interpersonal and customer service skills.
* A flexible approach and manner.
 |  | Application / Interview |

**JOB HAZARD ANALYSIS**

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

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| [x]  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  |  |  |  |