Job Description and Person Specification

Last updated: March 2025

JOB DESCRIPTION

Post title:	**Senior Administrative Officer**		
School/Department:	Student Administration and Academic Affairs		
Faculty:	Student Experience Directorate (SED)		
Career Pathway:	Management, Specialist and Administrative (MSA)	Level:	3
Posts responsible to:	Team Leader (MSA 4)		
Posts responsible for:	Administrative Officers (MSA 2B) Administrative Assistants (MSA 2A) Casual/Temporary staff		
Post base:	Office-based		

Job purpose
To coordinate the day-to-day operational support to students and academic staff in activities related to induction/enrolment, student programme administration, assessment (e.g. exam management; Boards of Examiners provision; External Examiner administration; Extensions/Special Considerations), awards and graduation. To apply a detailed knowledge of systems and processes to support student administration and assessment activities. To supervise/line manage the work of Administrative Officers and/or Administrative Assistants. To establish and maintain effective working relationships with academic staff and colleagues within Student Administration and Academic Affairs and other Professional Services to ensure that agreed standard processes are implemented. To be proactive in identifying improvements to services, processes and systems highlighted through the collection of feedback, evaluation and benchmarking.

Key accountabilities/primary responsibilities	% Time
1. Apply a detailed understanding of student Administration and Assessment policies, processes and systems to ensure that activities are delivered accurately, efficiently and by agreed deadlines, and identify potential improvements for further investigation.	20 %
2. Lead on delegated responsibilities within the team to deliver a set of the key activities and objectives. Build and maintain knowledge of systems and processes ensuring team integration, spread of knowledge and workload equivalency.	20 %

Key accountabilities/primary responsibilities	% Time
3. Work collaboratively with staff in Student Administration and Academic Affairs and other Professional Services to ensure that shared responsibilities for processes are discussed and equitable arrangements agreed. This will involve gaining a greater understanding of institutional developments, student-centred and customer service approaches	15 %
4. Oversee and coordinate own work and supervise the work of Administrative Officers and/or Administrative Assistants in the provision of an agreed level of service to students and academic staff. Plan and prioritise the team's short and medium term work activities in response to agreed deadlines, monitoring individual progress and performance in line with this and providing regular updates to the Team Leader.	15 %
5. Ensure that the work of the team is completed accurately and that quality standards are maintained, escalating any issues to the Team Leader as appropriate.	10 %
6. Apply agreed customer-focused service standards to all students and stakeholders. Monitor progress on agreed service standards, reporting significant issues to the Team Leader.	10 %
7. Identify training and mentoring needs within supervised staff, providing guidance and coaching through on-the-job training to help them acquire skills and experience. Actively engage in the appraisal process to create an environment which values achievements, celebrates success, delivers balanced feedback and enables improvement. Report any significant issues to the Team Leader.	5 %
8. 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
Internal   • Student Body   • Student Administration and Academic Affairs staff   • Office of the Academic Registrar   • Professional Services staff   • Faculty staff   **External**   • Students' Union   • External Examiners   • Professional bodies

Special Requirements
• Demonstrate Southampton University behaviours (Embedding Collegiality – see Appendix 1)   • Commitment to the integrity and confidentiality of all relevant data and processes.   • Flexibility to take leave outside peak times in negotiation with the Team Leader.

PERSON SPECIFICATION

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.	Relevant degree (or equivalent qualification or experience).	Application
	Able to acquire and apply a comprehensive understanding of relevant University systems and procedures, and an awareness of activities in the broader work area.		Application/ Interview
	Able to accurately analyse and interpret complex quantitative and qualitative data, presenting summary information in a clear and concise format.		Application/ Interview
	Able to make effective use of standard office computer systems including word-processing, spreadsheets and databases.	Proficient user of the Banner student record system	Application/ Interview
Planning and organising	Able to plan and prioritise a range of one's own, and the team's, short- and medium-term standard and non-standard work activities		Application/ Interview
	Able to successfully plan and deliver administrative projects over a period of several months. (e.g. to co-ordinate an event)		
	Monitor timescales and resources and escalate to the Team Leader issues which cannot be resolved within standard daily operation.		
Problem solving and initiative	Able to identify and solve problems by applying judgement and initiative to tackle some situations in new ways and by developing improved work methods.		Application/ Interview
Management and teamwork	Able to solicit ideas and opinions to help form specific work plans.	Successful supervisory experience.	Application/ Interview
	Able to positively influence the way a team works together.		
	Able to be flexible and adaptable in approach to changes in work routines.		
	Able to ensure staff are clear about changing work priorities and service expectations.		
	Able to effectively allocate to, and check work of staff, coaching/ training and motivating staff as required.		
Communicating and influencing	Able to elicit information to identify specific customer needs.		Application/ Interview
	Able to offer proactive advice and guidance.		

	Able to explain processes and policies clearly and concisely. Able to write in a clear, factually, and grammatically accurate way. Able to deal with sensitive information in a confidential manner. Able to build and maintain effective working relationships with a broad range of individuals and teams.		
Other skills and behaviours	Able to assist and contribute towards the development of policy and process improvements or new systems. Able to proactively follow the standards set for all staff and engage in sharing best practice across the team. Model the Southampton Behaviours and work with the management team to embed them as a way of working within the team.		Application/ Interview Application/ Interview Interview
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 Team Leader		Application/ Interview Interview

JOB HAZARD ANALYSIS

Is this an office-based post?

☒ 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.

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.

All staff	Behaviour
Personal Leadership	I take personal responsibility for my own actions and an active approach towards my development
	I reflect on my own behaviour, actively seek feedback and adapt my behaviour accordingly
	I show pride, passion and enthusiasm for our University community
	I demonstrate respect and build trust with an open and honest approach
Working Together	I work collaboratively and build productive relationships across our University and beyond
	I actively listen to others and communicate clearly and appropriately with everyone
	I take an inclusive approach, value the differences that people bring and encourage others to contribute and flourish
	I proactively work through challenge and conflict, considering others' views to achieve positive and productive outcomes
Developing Others	I help to create an environment that engages and motivates others
	I take time to support and enable people to be the best they can
	I recognise and value others' achievements, give praise and celebrate their success
	I deliver balanced feedback to enable others to improve their contribution
Delivering Quality	I identify opportunities and take action to be simply better
	I plan and prioritise efficiently and effectively, taking account of people, processes and resources
	I am accountable, for tackling issues, making difficult decisions and seeing them through to conclusion
	I encourage creativity and innovation to deliver workable solutions
Driving Sustainability	I consider the impact on people before taking decisions or actions that may affect them
	I embrace, enable and embed change effectively
	I regularly take account of external and internal factors, assessing the need to change and gaining support to move forward
	I take time to understand our University vision and direction and communicate this to others