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| Last updated: | 02 May 2025 |

**JOB DESCRIPTION**

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| Post title: | **Administrator** | | |
| School/Department: | Faculty International Unit (FIU) | | |
| Faculty: | Arts and Humanities | | |
| Career Pathway: | Management, Specialist and Administrative (MSA) | Level: | 2b |
| Posts responsible to: | Senior Executive Officer - International | | |
| 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 international environment through the maintenance of clear office systems and processes, including delivery of Pre-sessional Programme related administration. |

| Key accountabilities/primary responsibilities | | % Time |
| --- | --- | --- |
|  | **Academic Community Administrative Support – Pre-sessional Programmes**   * Provide high quality, value-added and flexible support and administrative service In support of Pre-sessional programme delivery * Act as first point of contact for a range of enquiries to ensure an effective customer service and positive student experience. * HR administration including staff recruitment (using e-recruit), induction, teaching observation, and performance review, maintaining accurate records and ensuring compliance with university / faculty policies and systems. * Maintain office supplies and equipment, anticipating requirements for new staff. * Financial administration including invoices and requisitions via Agresso; liaise with Finance and work within financial regulations. * Collation and analysis of information to support the preparation of reports and data sets that will assist strategy and decision-making. * Support achievement of Faculty/School/Department strategic objectives and planning. | 60 % |
|  | **Events and Communications**   * Organise, support, and attend events (e.g. global recruitment, conversion, and student experience) 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, digital content, and data (e.g. contacts for QS Reputation Surveys), liaising with appropriate stakeholders and adhering to GDPR regulations * Provide effective and efficient administrative support to meetings and processes as required (e.g. International Competitive Scholarships), taking accurate notes, ensuring reliable record keeping and managing actions effectively. | 30 % |
|  | **Collegiality**   * Share and exchange key information and identify areas of best practice, contributing to the development of FIU administrative processes, 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. | 5% |
|  | **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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| * Faculty International Unit team members. * Academic and professional services colleagues within the Faculty. * Colleagues within other professional services, notably Global Recruitment and Admissions. * External stakeholders as appropriate. |

| Special Requirements |
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| * Travel to other Faculty/University sites and flexible hours of work may be required for events, meetings etc. * Travel nationally and internationally as agreed between Associate Dean International and postholder. * Good communication skills are essential. * The maintenance of confidentiality in information and data management at all times is mandatory. |

**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. * An appreciation of the value of internationalisation in Higher Education. | * Experience of monitoring a small scale budget (e.g. 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. * A commitment to Equality, Diversity and Inclusion. |  | Application / 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 (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 |  |  |  |