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Job Description

Post title: **Departmental Coordinator**

Date last updated/evaluated: May 2025

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School / Department: Research and Innovation Services

Faculty / Directorate: Professional Services

Job Family: Management, Specialist and Administrative (MSA)

Grade: Level 3

ERE Pathway (if applicable): Not applicable

Post reporting to: Executive Director Research and Innovation Services

Post line report(s): Administrative Assistant (MSA2B)

Post base location: Hybrid: Campus / Home **:**

Job purpose: To ensure the provision of comprehensive, effective and efficient administrative support to a department and its external customers. Apply judgement and provide detailed, specialist advice and guidance as required.

Work is subject to general supervision, but the post holder will be expected to plan regular work and use initiative and judgement to interpret requirements, highlight issues and resolve problems.

Performing and/or supervising a range of complex, mostly standardised work activities requiring procedural or systematic proficiency, and co-ordination with related activities and services.

## Key accountabilities and indicative time allocation:

1. **20%**

Manage general administrative support staff by supervising and organising workload of Administrative Assistant. Act as mentor for other administrative staff in the team by providing training and guidance, to ensure that staff can develop and provide an efficient and adequate service to RIS team.

1. **15%**

Provide high level administrative support on projects and initiatives led by RIS as identified by the RIS Core Team. This will involve senior University management and/or senior managers in research funding bodies and/or industrial partners and will require the co-ordination of activities and inputs from a diverse spectrum of internal and external individuals.

1. **15%**

Develop and maintain knowledge of RIS systems, processes and practices, in order to facilitate the running of RIS and effective communication across RIS. Oversee procedures and processes, to ensure work is completed in an accurate and timely manner. Review procedures and processes, ensuring they are fit for purpose and maximise efficiency, making recommendations for improvements where identified and implementing agreed change.

1. **10%**

Organise Board Meetings, Committees and other meetings and events involving senior University management and/or senior managers in research funding bodies and/or industrial partners. Coordinate the preparation of relevant papers, make the necessary arrangements for the smooth running of the meetings (including room booking, travel arrangements for visitors), attend meetings to take notes and prepare draft minutes for approval by Chair.

1. **10%**

Provide support in HR matters by taking responsibility for the HR administration processes and assisting in staff (permanent and temporary) recruitment, induction, training and development, organisation of annual appraisals of RIS staff.

1. **10%**

To provide confidential secretarial/P.A. services to senior manager(s) where required, including the co-ordination of diaries, arranging and servicing meetings, filtering problems and enquiries, drafting and issue of documentation, organisation of events and attending meetings on behalf of the manager as appropriate.

1. **5%**

To undertake Agresso financial administration processes and provide support to management with budget monitoring processes.

1. **5%**

Manage building/office environment including liaison with Estates and Facilities in relation to building maintenance.

1. **5%**

Work with the Departmental Health and Safety Officer to ensure Health and Safety regulations are met, training provided, equipment tested and fit-for-purpose, safety inspections and risk assessment carried out on an annual basis including Fire Marshall duties.

1. **5%**

Any other duties as allocated by the line manager following consultation with the post holder.

Internal and external relationships:

RIS Director

Senior University Management VC, VPRE, Deans, Directors of Professional Services, Heads of Faculty Operations, Head of Faculty Finance

External clients, including senior managers in other universities, business, government, charities and research councils.

Special requirements:

# Person Specification – Skills and Competencies

All essential and desirable criteria outlined in this Person Specification will be assessed through a combination of recruitment application and CV, and where applicable numerical or written assessment.

**Knowledge, Experience and Qualifications**

Essential

* Substantial practical knowledge and experience in the required operational discipline. Practical knowledge may have been gained through some or all of the following:
	+ Substantial, relevant work experience
	+ Vocational training
	+ Formal qualification(s) equivalent to Level 3 or 4 of the [Regulated Qualifications Framework](https://www.gov.uk/what-different-qualification-levels-mean/list-of-qualification-levels) e.g. AS or A Level, advanced or higher apprenticeship, or Level 3 or 4 award, certificate, diploma, NVQ.
* Able to apply a comprehensive understanding of relevant University systems and procedures, and an awareness of activities in the broader work area.
* Able to accurately analyse and interpret complex quantitative and qualitative data, presenting summary information in a clear and concise format.
* Able to make effective use of standard office computer systems including word-processing and spreadsheets.

Desirable

* Relevant degree (or equivalent qualification or experience).
* RSA II word-processing (or equivalent qualification or experience)
* Financial administration/budget monitoring experience

**Teamwork and Communication**

Essential

* Positively influences the way the team works together.
* Ensures colleagues are clear about priorities and service expectations.
* Ensures regular liaison and communication with a wide range of colleagues and builds good working relationships.
* Offers proactive advice and guidance.
* Able to effectively allocate to, and check work of staff, coaching/ training and motivating staff as required.
* Able to elicit information to identify specific customer needs.
* Able to offer proactive advice and guidance.
* Able to deal with sensitive information in a confidential manner.

Desirable

* Successful supervisory experience.

**Planning, Organisation and Resource Management**

Essential

* Plans and prioritises own work, and that of others, where required.
* Solicits ideas and opinions from others to inform work plans.
* Able to successfully plan and deliver administrative projects over a period of several months. (e.g. to co-ordinate an event)

**Problem Solving and Initiative**

Essential

* Elicits information to identify specific customer needs.
* Uses initiative and applies a comprehensive understanding of established practices and procedures to interpret requirements, identify issues and resolve problems.
* Develops improved methods, where required, within established practices and procedures.
* Able to identify and solve problems by applying judgement and initiative to tackle some situations in new ways and by developing improved work methods.

# Job Hazard Assessment

A full health clearance is required for this role where any hazards marked “**^**”, using the agreed Occupational Health referral template [available from here](https://sotonac.sharepoint.com/teams/HealthWellbeing/SitePages/Occupational-Health.aspx). Where a full health clearance is required, this will apply to all role holders, including existing members of staff.

## Physical Environment

Working outside **^** Not applicable

Exposure to noise levels >80dbA **^** Not applicable

Working with dust or fumes **^** Not applicable

Working with skin irritants **^** Not applicable

Working with chemicals (industrial or cleaning) **^** Not applicable

Working in a confined space **^** Not applicable

Working at height **^** Not applicable

Working with sewage **^** Not applicable

Contact with cytotoxins **^** Not applicable

Exposure Prone Procedure (EPP) work **^** Not applicable

Contact with clinical specimens or pathology work **^**  Not applicable

Direct patient care or patient contact Not applicable

Exposure to temperature extremes Not applicable

Frequent hand washing Not applicable

Ionising radiation Not applicable

## Psychological and Social Environment

Working shifts **^** Not applicable

Working nights **^** Not applicable

Lone working Not applicable

Working with children Not applicable

Exposure to persons with challenging behaviourNot applicable

Working with larger groups Not applicable

## Equipment, Tools and Machines

Working with vibrating machinery or tools **^** Not applicable

Driving duties e.g. LGV, PCVs, forklift trucks **^** Not applicable

Food handling Not applicable

Contact with latexNot applicable

## Physical Abilities

Prolonged physical movements or actions e.g. walking **^** Not applicable

Prolonged Standing or Sitting **^** Not applicable

Moving or handling heavy loads **^** Not applicable

Repetitive pulling or pushing **^** Not applicable

Repetitive climbing (steps, stools, ladders, stairs) **^** Not applicable

Repetitive crouching, kneeling or stooping Not applicable

Repetitive lifting Not applicable

Fine motor grips (e.g. pipetting) Not applicable

Repetitive reaching below shoulder height Not applicable

Repetitive reaching at shoulder height Not applicable

Repetitive reaching above shoulder height Not applicable

# Behaviours

Our [Inclusion and Respectful Behaviour Policy](https://www.southampton.ac.uk/about/governance/regulations-policies/policies/inclusion-respectful-behaviour) describes the expectations of everyone who is a part of our community.

Our **Southampton Behaviours** (below) outline the responsibilities we each have in working collaboratively to achieve our University strategy.

**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 demonstrate 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 be.

 - 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 make improvements.

 - 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 their conclusion.

 - I encourage creativity and innovation in others, 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 for change, and gaining support to move forward.

 - I take time to understand our University strategy and communicate this to others.