

Job Description and Person Specification

Last updated: 29 November 2019

JOB DESCRIPTION

Post title:	Senior Administrator		
School/Department:	Faculty Operating Service (FOS)		
Faculty:	Faculty of Engineering & Physical Sciences		
Career Pathway:	Management, Specialist and Administrative (MSA)	Level:	3
Posts responsible to:	Executive officer		
Posts responsible for:	Administration staff		
Post base:	Office-based		

Job purpose

Ensure the provision of comprehensive, effective and efficient administration and operational support to the local academic environment and the maintenance of clear office systems and processes, including management of local FOS staff and effective delivery of the FOS Core Services.

Key accountabilities/primary responsibilities		% Time
1.	Academic Community Administrative Support <ul style="list-style-type: none"> Provide a high quality, value-added and flexible administrative service in line with the FOS Core Services, including anticipating requirements and taking ownership for outputs from high level meetings and official communications. Provide administrative support to senior academics and other members of the local academic community, including support for research compliance and REF Process invoices and orders and raise requisitions, making effective use of the Agresso financial system, liaising with Finance and working within financial regulations. Locally manage the range of HR processes and procedures to ensure compliance with University / Faculty policies and systems, to include staff recruitment and effective use of the e-recruit system; visitor arrangements; academic appraisal, probation, promotion, and induction arrangements, maintaining accurate records as appropriate Gather, analyse, manipulate and interpret complex information to support the preparation of reports and data sets for local strategy and decision-making. Provide proactive, detailed advice and guidance on processes and procedures, using judgement to suggest the most appropriate course of action. Support Faculty and Department level Committees and working groups and proactively contribute to the achievement of Faculty/School/Department strategic objectives. 	50%
2.	Staff Management <ul style="list-style-type: none"> Manage the local dedicated Administration support team, setting standards for work practices and professional behavior. Line manage staff, including allocating workload, setting objectives and targets, carrying out induction, probation, appraisals, mentoring and supporting professional development, liaising with Executive Officer as required Ensure staff effectively and efficiently meet day-to-day operational requirements through communicating clear systems, maintenance of service standards and quality of outputs to support good time management and completion of work in an accurate and timely manner Work proactively to resolve staffing/resource issues, liaising with line management as appropriate 	20%

Key accountabilities/primary responsibilities		% Time
3.	Events and Communications <ul style="list-style-type: none"> Provide effective and efficient administrative / secretariat support to Faculty/School/Department Committees and working groups, as required, taking accurate notes, ensuring reliable record keeping and managing actions effectively. Support effective internal communication, including the development and maintenance of Intranet sites and content for digital signage, updating web pages (if required) liaising with appropriate stakeholders. Manage, organise and (if required) attend School/Department and Group level events 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. 	10%
4.	Space and Facilities <ul style="list-style-type: none"> Oversee space planning and local infrastructure requirements, including effective use of Planon, the allocation of desks for postgraduates, researchers, academic staff and visitors to the group. Oversight for local managed print devices, meeting spaces and office moves etc if required. Manage the office supplies and equipment, anticipating requirements for new staff including stationery, keys, furniture, telephony etc. 	10%
5.	Collegiality <ul style="list-style-type: none"> 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. Working closely with senior colleagues, proactively review procedures and processes, ensuring they are fit for purpose and maximise efficiency, recommend improvements and implement agreed changes. Work with colleagues / team members to support successful delivery of Faculty/School/Department objectives. Contribute to the development and maintenance of a collaborative and inclusive team culture. 	5%
6.	Other <ul style="list-style-type: none"> Contribute (leading where appropriate) to projects or priorities as agreed with the Associate Director of Faculty Operations (ADoFO), usually FOS or academic environment-centred, to support planning activities for the wider Faculty Operating Service. Support the Faculty Health & 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
<ul style="list-style-type: none"> FOS team members across the Faculty Other members of the School / Department / Group and Faculty. Colleagues within other Professional Services. External stakeholders as appropriate

Special Requirements
<ul style="list-style-type: none"> Travel to other Faculty/University sites and flexible hours of work may be required for events, meetings etc. Good communication skills are essential The use and maintenance of confidentiality in data management at all times is mandatory The post will require the job holder to possess excellent attention to detail, alongside exceptional record keeping, interpersonal and customer service skills.

PERSON SPECIFICATION

Criteria	Essential	Desirable	How to be assessed
Qualifications, knowledge and experience	<ul style="list-style-type: none"> • Skill level equivalent to achievement of HNC, A-Level, NVQ3 with proven work experience acquired in relevant roles and job-related training. • Ability to accurately analyse and interpret complex quantitative and qualitative data, presenting summary information in a clear and concise format. • Excellent IT skills, including standard Microsoft Office packages and confidence working with new technologies 	<ul style="list-style-type: none"> • Relevant degree (or equivalent qualification or experience). • Financial administration/ budget monitoring experience. • Ability to apply a comprehensive understanding of relevant University systems and procedures, and an awareness of activities in the broader work area. 	Application /Interview
Planning and organising	<ul style="list-style-type: none"> • Ability to plan and prioritise a range of one's own, and the team's, standard and non-standard work activities. • Ability to successfully plan and deliver administrative projects over a period of several months.(e.g. to co-ordinate an event) • Ability to organise and store office data systematically and effectively and use records appropriately. • Ability to prioritise a conflicting workload and multi-task. 		Application /Interview
Problem solving and initiative	<ul style="list-style-type: none"> • Ability to provide constructive advice, analyse and interpret complex and / or specialist issues and make recommendations that support strategic decision-making. • Ability to use own initiative and suggest and implement practical, effective and considered solutions. • Ability 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	<ul style="list-style-type: none"> • Ability to effectively manage a diverse team across a range of locations ensuring they are clear about changing work priorities and service expectations. • Ability to manage self and prioritise workload including working proactively and independently on project activities. • Ability to work collaboratively with other individuals and teams, including professional services, external bodies and other stakeholders as appropriate. • Ability to effectively allocate to, and check work of staff, coaching/ training and motivating staff as required. 		Application /Interview
Communicating and influencing	<ul style="list-style-type: none"> • Ability to communicate effectively and with empathy when dealing with others to influence the successful delivery of objectives. • Ability to operate and maintain confidentiality and integrity when dealing with sensitive information. • Ability to communicate effectively requirements, processes and findings verbally and in writing. • Ability to take accurate and concise minutes at complex meetings and circulate outputs within an agreed time scale.. 		Application /Interview
Other skills and behaviours	<ul style="list-style-type: none"> • Ability to interface with relevant Professional Services in the University; colleagues within the Faculty; external stakeholders; customers and beneficiaries • Ability to develop good relationships and networking skills. • Evidence of excellent interpersonal skills. • Ability to track devolved work (including action points) and maintain schedules, secure outcomes and organise events and meetings 		Application /Interview

JOB HAZARD ANALYSIS

Is this an office-based post?

<input checked="" type="checkbox"/> 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.
<input type="checkbox"/> 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			