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Job Description

Post title:Administrator

Date last updated/evaluated: January 2025

Author: JCS/FOS

Standard Occupation Code: Not applicable

School / Department: Faculty of Social Sciences

Faculty / Directorate: Faculty Operating Services

Job Family: Management, Specialist and Administrative (MSA)

Grade: Level 2b

ERE Pathway (if applicable): Not applicable

Post reporting to: Senior Administrator /Operations Manager

Post line report(s): n/a

Post base location: Other **:** Office Based

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 operating services.

## Key accountabilities and indicative time allocation:

**1. Academic Community Administrative Support 60 %**

* Provide high quality, value-added and flexible support and administrative service to senior academics in line with 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.

**2. Events and Communications 15%**

* Provide effective and efficient administrative /secretarial support to meetings and working groups as required, taking notes 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 communications, including the development and maintenance of intranet sites and content for digital signage, liaising with appropriate stakeholders.

**3. Space & Facilities 10%**

* 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.

**4. Collegiality 10%**

* Share and exchange key information and identify areas of best practise, 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.

**5. Other 5%**

* 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 manage following consultation with the post holder.

**Internal and External Relationships**

FOS team members across the faculty.

Other members of the school/department/group and faculty.

Colleagues within other professional services.

External stakeholders as appropriate.

# 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

* 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.
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 Desirable

Experience of monitoring small scale budget (eg. stationery)

Knowledge of university systems such as Agresso, Planon, e-recruit and working with travel management systems.

**Teamwork and Communication**

Essential

* 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.
* Able to communicate effectively and with empathy.
* Ability to take ownership for own workload and help to resolve first level administrative enquiries on behalf of professional services.
* Experience of providing advice on administrative procedures to colleagues and external customers.
* Able to take accurate and concise minutes at complex meetings and circulate outputs within an agreed timescale.

**Planning, Organisation and Resource Management**

Essential

* Ability to adapt well to change and service improvements.
* 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.

**Problem Solving and Initiative**

Essential

* Ability to independently solve simple problems and adapts to changing circumstances within established practices and procedures.
* Proven organisation skills.

**Other Skills & Behaviours**

* Evidence of good interpersonal and customer service skills
* A flexible approach and manner.

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**Special requirements**

* Travel to other Faculty /University sites and flexible hours of work may be required for events, meetings etc.
* Good communications skills are essential
* The maintenance of confidentiality in information and data management at all times is mandatory.

# 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 **^** Constantly >60% Time

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.