

# Job Description

<b>Position:</b>	Academic Administration Assistant
<b>Academic Group/Service:</b>	Academic Support Services
<b>Reference:</b>	ASS-048/P
<b>Grade:</b>	Grade 3
<b>Status:</b>	Fixed-Term (End of February 2024)
<b>Hours:</b>	Part time - 21.75 hours per week
<b>Reports to:</b>	Senior Administration Manager (On/Off Campus)

## Main Function of the Position:

1. Contribute to the effective operation of administrative functions in support of academic programmes in liaison with a wide range of internal and external agencies.
2. Actively collaborate with academic and professional colleagues to ensure that an excellent quality of provision of administrative services is achieved and maintained at all times.
3. Contribute to a range of activities to maximise resource utilisation and added value.

## Principal Duties and Responsibilities:

1. Have a basic working knowledge of programme administration requirements, regulations and procedures which are effectively shared and communicated across the wider academic and professional teams.
2. Undertake the tasks associated with academic administration processes and procedures including accurate data entry, maintaining filing systems and processing purchase orders on behalf of academic schools.
3. Assist in providing an administrative service for a range of academic programmes having primary responsibility for a specific set of tasks.
4. To demonstrate a professional attitude, evidencing commitment to the University and the attainment of excellent quality of service.
5. Work with the Senior Administration Manager(s)/Senior Academic Administrator(s) to achieve and maintain customer service excellence, advising staff from across the University where appropriate
6. Create a constructive liaison point between the Academic Office, Academic Schools, partner organisations and other central support units.
7. To be actively involved in determining and advancing best practice and to contribute to the implementation of systems development in liaison with professional colleagues with the Academic Office and across the University.
8. To work effectively within a dynamic environment and optimise individual and team effort.

9. Support and advance as appropriate quality systems to ensure all work is of the highest standard of accuracy.
10. To contribute as appropriate to the unit planning process and to be actively involved in the achievement of performance targets.
11. To participate in University internal/external events, deemed appropriate to the duties and take part in academic activities such as open days, clearing, enrolment, awards ceremonies etc as required.
12. To treat everybody with whom you come into contact with dignity and respect, and to actively promote an inclusive attitude.
13. To participate and engage in staff development activity.
14. Ensure and maintain integrity and confidentiality of data and associated data protection, requirements in line with statutory and corporate requirements
15. Ensure a safe working environment and abide by University health and safety policies and practices and to observe the University's Equal Opportunities policy and Dignity at Work policy at all times.
16. Awareness of environmental and sustainability issues and a commitment to the University's associated strategy with respect to the performance / delivery of key responsibilities of the role

**Note:**

This is a description of the position requirements as it is presently constituted. It is the University's practice to periodically review job descriptions to ensure that they accurately reflect the position requirements to be performed and if necessary update to incorporate changes were appropriate. The review process will be conducted by the relevant manager in consultation with the post holder

All post holders are required to take ownership of their own performance and the relationships they build with students, partners, the public and colleagues, demonstrating a positive attitude and commitment to their work.

All post holders are required to work flexibly and to work across the university and the service as demand necessitates.

## Person Specification

<b>Position:</b>	Academic Administration Assistant	<b>Reference:</b>	ASS-048/P
<b>Faculty/Service:</b>	Academic Support Services	<b>Priority</b>	
<b>Criteria</b>		<b>(1/2)</b>	<b>Method of Assessment</b>
<b>1</b>	<b>Qualifications</b>		
1 a)	GCSE in English and Mathematics, grade C or above (or equivalent), or equivalent standard of education	1	Application Form/Documentation
1 b)	Educated to FD/HND/NVQ Level 4 (or equivalent) in an appropriate subject, or equivalent experience	2	Application Form/Documentation
1 c)	An appropriate word-processing/IT qualification or relevant knowledge and experience	1	Application Form/Documentation
<b>2</b>	<b>Skills / Knowledge</b>		
2 a)	Competent in the use of appropriate IT systems such as word-processing, spreadsheets, databases and email	1	Application Form/Interview Assessment
2 b)	Able to operate systems for keeping clear and accurate records	1	Application Form/Interview
2 c)	Able to present data in a clear and accurate manner	1	Application Form/Interview
2 d)	Good oral communication and interpersonal skills to liaise effectively with colleagues, students and external contacts in a professional manner	1	Application Form/Interview
2 e)	Good organisational skills	1	Application Form/Interview
2 f)	Able to contribute to and implement system, process or procedural development	1	Application Form/Interview
<b>3</b>	<b>Experience</b>		
3 a)	Experience of dealing with people in a customer care situation	1	Application Form/Interview
3 b)	Experience of using computerised record systems as a major administrative tool	1	Application Form/Interview
3 c)	Experience of Academic Programme Administration	2	Application Form/Interview
3 d)	Experience of setting and achieving deadlines for self	1	Application Form/Interview
3 e)	Experience of working to imposed deadlines	1	Application Form/Interview
<b>4</b>	<b>Personal Qualities</b>		
4 a)	Awareness of the requirements associated with operating within a customer service environment	1	Application Form/Interview
4 b)	Able to work and contribute as a member of a team, whilst using own initiative as required	1	Application Form/Interview
4 c)	Able to work without close supervision	1	Application Form/Interview
4 d)	Able to work in a fast-paced environment and embrace change	1	Application Form/Interview
4 e)	Ability to take ownership of tasks and see them through to a timely completion	1	Application Form/Interview

4 f)	Able to follow procedures and respond to instructions from senior colleagues	1	Application Form/Interview
<b>5</b>	<b>Other</b>		
5 a)	Willing to undertake staff development, which may take place outside the University	1	Interview
5 b)	Awareness of the principles of the Data Protection Act, Freedom of Information Act, Health & Safety, UKVI, the Bribery Act, and Prevent,	1	Interview
5 c)	Available to work flexibly and remotely and undertake travel as appropriate to meet the needs of the service	1	Interview
5 d)	Commitment to the University's policy on equal opportunities and diversity	1	Interview
5 e)	Available to work evenings and outside the normal academic year	1	Interview

*Note:*

1. **Priority 1** indicates **essential** criterion – an applicant would be unsuccessful if unable to satisfy all Priority 1 criterion.
2. **Priority 2** indicates **desirable** criterion - applicants failing to satisfy a number of these are unlikely to be successful.
3. It is the responsibility of the employee to ensure any professional accreditation/membership remains current
4. Employees are expected to have access to suitable IT equipment and broadband internet access at home to work remotely if required.