

Job Description

Job title:	Department Administrative Assistant
Department/School:	Faculty of Engineering & Design
Grade:	4
Location:	Undergraduate/Department Office

Job purpose

The role holder will be a first point of contact for students, staff and visitors coming to the Department Office and, as such, he/she will play a pivotal role in ensuring we deliver an excellent level of customer service. The role holder will also provide administrative and secretarial support for designated areas of work within a Department which may include committee work, updating of web pages, reception, enquiry management and data management/processing support to the Department Coordinator, plus various Faculty based activities

Source and nature of management provided

Line managed by the by the Department Coordinator where appropriate

Staff management responsibility

N/A

Special conditions

You will from time to time be required to undertake other duties of a similar nature as reasonably required by your line manager. These may include assisting in the facilitation of CPD activities. This will form part of your substantive role and you will not receive additional payment for these activities.

There may be a need to work one or two Saturdays per year to support the University's Open Days.

Main duties and responsibilities

1 Support for the Department

- i Provide full committee servicing to appropriate departmental committees, including scheduling meetings, preparing agendas, circulating documentation, taking and writing up minutes, following-up actions
- ii Deal with general, day to day standard and routine enquiries by telephone, email and in person, in an efficient, friendly and confident manner, maintaining confidentiality, referring more complex enquiries to other staff as appropriate
- iii Ensure all general office duties, liaison with security, photocopying, word processing and filing are carried out to enable the efficient operation of the office. Communicate effectively with both internal and external stakeholders, including central University departments, to ensure the smooth running of the department
- iv Using the Agresso finance system, raise requisitions in respect of catering, travel and office supplies
- v Arrange meetings, book venues, ordering refreshments and audio-visual equipment as necessary.

	<ul style="list-style-type: none"> vi Support Departmental Applicant Visit Days & Open Days, including the preparation of invite letters, coordinating activities for the day, presenting a welcoming face at all times to applicants & their families vii Support Department Co-ordinator as required
2	Teaching and Administrative Support <ul style="list-style-type: none"> i Provide an effective reception service for dealing with student enquiries, referring the student to a more senior member of staff in order to resolve their enquiry where appropriate ii Provide administrative support to academic staff including one or more nominated Directors of Studies/Year Heads iii Receive and respond to enquiries concerning departmental matters from staff, students, external organisations and members of the public, promptly and accurately iv Type and file documents including e-mails, letters, spreadsheets and reports v Maintain up-to-date student records, including student attendance; option choices; suspensions; student transfers; withdrawals; receiving information from the Faculty Student Centre vi Inform Personal Tutors and/or appropriate staff of circumstances affecting their tutees where appropriate vii Support the Faculty Student Centre in the production of web-based unit evaluation forms, numerical results for the academic staff – also organise the collation of unit monitoring reports viii Support student project activities including the Student Design/Project Exhibition ix Assist in updating and maintaining the Department's Moodle pages x Assist in updating and maintaining the Department's web pages using our Content Management System (CMS) xi Produce and assist in the analysis of student data for Department reports. Support for external accreditation & internal review requirements xii Support for International partnerships xiii Maintenance (including archiving) of departmental & student records xiv Support for the Erasmus Exchange Programme
3	Support for Teaching <ul style="list-style-type: none"> i Support the planning and delivery of induction events for all new students including those returning from placement ii Preparation of laboratory groups, compilation of tutee list and liaison with Personal Tutors iii Assist in updating Department Calendar taking into account activities in the Graduate School, Undergraduate office and the Academic Administration Calendar

4.	<p>Other Duties</p> <ul style="list-style-type: none"> i. Act as first point of contact for students (for non-degree programme issues), external visitors and members of the public ii. Parcel/mail collection, including post deliveries for students & distribution iii. Maintenance of department notice boards iv. Prepare and maintain room and telephone contact listings v. Update student photo boards on a yearly basis vi. Support with Managed Print queries
<p>This is not intended as an exhaustive list of duties or a restrictive definition of the post but rather should be read as a guide to the main priorities and typical areas of activity of the post-holder. These activities are subject to change over time as priorities and requirements evolve and as such it may be amended at any time by the line manager following discussion with the post holder.</p>	

Person Specification

Criteria: Experience/Knowledge	Essential	Desirable
Experience in an administrative support role or equivalent experience working in a busy office in an administrative role	✓	
Experience of working within the Higher Education sector		✓
Knowledge of standard IT packages and databases	✓	
Working knowledge of University specific software (including SITS, Business Objects, Moodle, Agresso)		✓
Experience of maintaining clear and accurate records	✓	
Experience of effectively organising a busy workload with sometimes conflicting priorities, to meet deadlines	✓	
Evidence of working within specific frameworks e.g. Quality Assurance compliance		✓
Experience of servicing/minuting meetings		✓

Criteria: Skills	Essential	Desirable
Excellent written and oral communication skills, with a high level of accuracy and attention to detail	✓	
Excellent interpersonal skills in order to communicate effectively with staff, students and members of the public. Ability to develop good working relationships.	✓	
Ability to coordinate resources other than oneself (arrange events)	✓	
Competent, conscientious and motivated with a methodical approach to work	✓	
Ability to be adaptable and flexible and to learn new skills quickly	✓	

Criteria: Professional Qualifications	Essential	Desirable
Be an active member of an appropriate Professional Body e.g. Association of University Administrators (AUA), Chartered Institute of Marketing (CIM)		✓

Criteria: Academic Qualifications	Essential	Desirable
Good level of general education; educated to A Level (or equivalent) or above	✓	

Education to degree level or equivalent relevant professional experience		✓
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Effective Behaviours Framework

The University has identified a set of effective behaviours which we value and have found to be consistent with high performance across the organisation. Part of the selection process for this post will be to assess whether candidates have demonstrably exhibited these behaviours previously.

Managing self and personal skills:

Willing and able to assess and apply own skills, abilities and experience. Being aware of own behaviour and how it impacts on others.

Delivering excellent service:

Providing the best quality service to all students and staff and to external customers e.g. clients, suppliers. Building genuine and open long-term relationships in order to drive up service standards.

Finding innovative solutions:

Taking a holistic view and working enthusiastically and with creativity to analyse problems and develop innovative and workable solutions. Identifying opportunities for innovation.

Embracing change:

Adjusting to unfamiliar situations, demands and changing roles. Seeing change as an opportunity and being receptive to new ideas.

Using resources:

Making effective use of available resources including people, information, networks and budgets. Being aware of the financial and commercial aspects of the University.

Engaging with the big picture:

Seeing the work that you do in the context of the bigger picture e.g. in the context of what the University/other departments are striving to achieve and taking a long-term view. Communicating vision clearly and enthusiastically to inspire and motivate others.

Developing self and others:

Showing commitment to own development and supporting and encouraging others to develop their knowledge, skills and behaviours to enable them to reach their full potential for the wider benefit of the University.

Working with people:

Working co-operatively with others in order to achieve objectives. Demonstrating a commitment to diversity and applying a wider range of interpersonal skills.

Achieving results:

Planning and organising workloads to ensure that deadlines are met within resource constraints. Consistently meeting objectives and success criteria.