Job Description

Job title:	Department Coordinator
Department/Faculty:	Faculty of Humanities & Social Sciences
Grade:	5
Location:	Department Office

Job purpose
To provide administrative support for designated areas of work and activities within a Department, which may include the provision of administrative support to the Head of Department and senior members of staff, HR related activities, recruitment, committee work, student support, updating of web pages, reception and enquiry management. This is a busy role, which involves dealing with a wide range of matters, sometimes of a confidential nature and may include interaction with high profile internal and external visitors to the Department. The postholder must be able to prioritise effectively and work to tight deadlines on his/her own initiative, and to learn new systems and procedures rapidly.

Source and nature of management provided
Operations and Projects Manager

Staff management responsibility
Supervision of staff as required

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.

Duties and Responsibilities:

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Support for the Department

i. Provide administrative support to members of the Department's Executive, Directors of Studies, Admissions Tutors etc., as required, e.g. organising conferences, seminars, away days, exhibitions and displays

ii. Respond to enquiries from academic and administrative colleagues and external organisations in a professional and customer-focussed manner

iii. Produce relevant departmental/office documentation, e.g. newsletters, promotional literature, induction and welcome packs, lecture materials, conference presentations, etc.

iv. Co-ordinate all administrative tasks in the office, to include dealing with enquiries, maintaining supplies of routine office materials (stationery and

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		consumables), catering requests, room bookings, photocopying, liaison with Security/Estates and helping with other secretarial roles as and when required
	v.	Act as point of contact for students (for non-degree programme issues), external visitors and members of the public
	vi.	Full administrative support for a number of Departmental Committees such as Executive, Research Committee, Health & Safety and Staff meetings.
	vii.	Support for International partnerships, if applicable
	viii.	Support for external accreditation & internal review requirements
2		**Support for the Head of Department**
	i.	Providing administrative support to the Head of Department including diary management, making travel arrangements, establishment and use of a shared electronic diary
	ii.	Taking telephone calls and dealing with actions not requiring the attention of the Head of Department. Interacting with representatives from industry, government bodies, institutes, Research Councils, other Universities, University/Faculty administration, VC's Office and students as required. Assessing the importance of enquirers to speak to the Head of Department and taking appropriate action
	iii.	Dealing with all forms of correspondence, including confidential documents, responding directly where appropriate by circulating, providing information or arranging meetings. To include the drafting of email and written responses
	iv.	Co-ordinating visits/meetings with external companies/organisations and arranging hospitality/room bookings/raising requisitions through the University Finance System Agresso
	v.	Support the Head of Department in the management & completion of various University processes to agreed deadlines
	vi.	Maintain accurate records and files
	vii.	Typing and filing of documentation including e-mails, letters and reports
	viii.	Preparing draft documents and reports for the Head of Department and senior members of the academic staff
3		**HR related responsibilities**
	i.	Provide support for a number of HR related procedures including assisting with raising & terminating of contracts & budget monitoring
	ii.	Management of undergraduate & postgraduate casual worker contracts, including approval of expenditure, authorisation of time sheets and effective budget monitoring
	iii.	Record sickness absence and where appropriate holiday leave of academic staff on behalf of the Head of Department in line with HR policy
	iv.	Schedule and monitor annual academic appraisals, probation reports, promotion and contribution pay submissions
	v.	Provide advice to departmental academic staff on completion/submission of forms and internal processes and procedures: e.g. setting up, extending and terminating contracts, etc.

	vi. Training and supervising new or temporary members of staff in University procedures and processes, including acting as mentor to such staff, as required
	vii. Maintain 'Contacts on the web' including the management of Visiting Fellow appointments and email distribution lists
	viii. Manage the schedule/logistics for academic recruitment events, liaise with HR and candidates, schedule meetings, candidate seminars, tours of the University, room bookings and audio-visual requirements
	ix. Organise induction for new staff and ensure induction information is regularly updated to reflect on-going changes
4	**Additional Duties**
	i. Provide support for short courses, inaugural lectures conferences and other events as required
	ii. Prepare Department Calendar taking into account activities in the Graduate School, Undergraduate Team and the Academic Administration calendar
	iii. Organise and co-ordinate the induction programme for new undergraduate and postgraduate students
	iv. Provide support for office moves, submit maintenance requests to Estates and order furniture as required
	v. Provide support with managed print queries
	vi. Update staff profiles, contact details and Department specific information on the web, including news items. Administer and update content on digital signage devices where required
	vii. Attend and participate in relevant training and meetings as necessary

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.

Person Specification

Criteria: Experience/Knowledge	Essential	Desirable
Significant proven 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		✓
Good working knowledge of standard IT packages and databases including web-based management information systems and web authoring	✓	
Skills in University specific software (including SITS, Business Objects, Moodle, Agresso)		✓
Experience of maintaining clear and accurate records	✓	
Evidence of independent and effective team working	✓	
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: 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		✓

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.