

Job Description

Job title:	Divisional Coordinator
Department/School:	School of Management
Grade:	5
Location:	School of Management Office

Job purpose

This is a busy and varied role providing operational support for two of the School of Management's four Divisions. This is to include coordinating closely with all School of Management PSS teams to become a point-person for the Heads of Division (HoDs) for all things operational.

On a day-to-day basis it will also involve providing ongoing administrative support for designated areas of work and activities within a Division. This will include the provision of support to the HoDs and senior members of staff regarding Divisional running, HR related activities, recruitment, committee work, student support and enquiry management.

This role 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 Division and School. The post holder must be able to prioritise effectively and work to tight deadlines on their own initiative, and to learn new systems and procedures rapidly.

Source and nature of management provided

Dean's Office Manager and Director of Operations

Staff management responsibility

None

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	<p>Operational Strategy</p> <ul style="list-style-type: none"> • Working closely with the HoDs, PSS Team Leads and team members, develop a strategy for providing full operational support to the HoDs of two School Divisions. • Through working with the Team Leads, become the key point of contact and primary conduit into the PSS function for the HoDs on operational matters.
2	<p>Support for the Heads of Division</p> <ul style="list-style-type: none"> • Providing administrative support to two Heads of Division including diary management, making travel arrangements, establishment and use of a shared electronic diary • Dealing with actions not requiring the attention of the Head of Divisions, including 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 Division and taking action as appropriate. • Dealing with correspondence, including confidential documents, responding directly where appropriate by circulating, providing information or arranging meetings. To include the drafting of emails and written responses. • Co-ordinating visits/meetings with external organisations and arranging necessary hospitality/room bookings, raising requisitions through the University Finance System, Agresso. • Support the Heads of Division in the management & completion of various University processes to agreed deadlines. • Preparing draft documents and reports for the Heads of Division and senior members of the academic staff. • Produce relevant Divisional/office documentation, e.g. newsletters, promotional literature, induction and welcome packs, lecture materials, conference presentations, etc.
3	<p>Reporting & Metrics</p> <ul style="list-style-type: none"> • Working with the HoDs, Manager of the Dean's Office and Director of Operations, maintain a set of key metrics (both Key Performance Indicators and Key Risk Indicators) to facilitate effective governance of the Divisions. • Build relevant dashboards to manage and present these indicators.
4	<p>HR related responsibilities</p> <ul style="list-style-type: none"> • Provide support for a number of HR related procedures

	<p>including assisting with raising and terminating contracts for the Division.</p> <ul style="list-style-type: none"> • Management of undergraduate & postgraduate casual worker contracts for the Division, including approval of expenditure, authorisation of time sheets and effective budget monitoring. • Record sickness absence and where appropriate holiday leave of academic staff on behalf of the Head of Division in line with HR policy. • Coordinate with other Divisional and Academic Coordinators to schedule and monitor annual academic appraisals, probation reports, promotions and contribution pay submissions. • Provide advice to Divisional academic staff on completion/submission of forms and internal processes and procedures: e.g. setting up, extending and terminating contracts, etc. • Maintain 'Contacts on the web' including the management of Visiting Fellow appointments and email distribution lists as they relate to the Division • Manage the schedule/logistics for academic recruitment events for the Division, liaise with HR and candidates, schedule meetings, candidate seminars, tours of the University, room bookings and audio-visual requirements. • Work with other Dean's Office members to coordinate the induction for new Divisional staff.
5	<p>Additional Duties</p> <ul style="list-style-type: none"> • Provide support for short courses, inaugural lectures conferences and other events as required within the Division. • Prepare and maintain a Divisional calendar. • Attend and participate in relevant training and meetings as necessary. • Support academic staff within Divisions with ad hoc tasks.
<p>You will from time to time be required to undertake other duties of a similar nature as reasonably required by your line manager. You are required to follow all University policies and procedures at all times and take account of University guidance.</p>	

Person Specification

Criteria	Essential	Desirable
Qualifications		
Good level of general education; educated to A Level (or equivalent) or above	√	
Education to degree level or equivalent relevant professional experience		√
Experience/Knowledge		
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	√	
Skills in University specific software (including SITS, Business Objects, Moodle, Agresso)		√
Ability to review and manage data in order to present relevant and timely management information (MI)	√	
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	√	
Skills		
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	√	

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.