

## JOB DESCRIPTION

<b>Job Title:</b>	Head of Department Support Officer – Executive Support Office	<b>Grade:</b>	SG5
<b>Department:</b>	<b>Business</b>	<b>Date of Job Evaluation:</b>	
<b>Role reports to:</b>	<b>Heads of Department</b>		
<b>Direct Reports</b>			
<b>Indirect Reports:</b>			
<b>Other Key contacts:</b>			
This role profile is non-contractual and provided for guidance. It will be updated and amended from time to time in accordance with the changing needs of the University and the requirements of the job.			

### **PURPOSE OF ROLE:**

To provide administrative support to Heads of Department within the Senior Management Team. This role requires the administrator to undertake a wide range of clerical and administrative tasks and develop efficient and effective systems. This role requires the utmost confidentiality while working within the Pro Vice Chancellor's office, high level administrative support and excellent customer service. Working as part of the Senior Management Support team, the post holder will liaise with Students, Academics, Human Resources, support staff and external agencies.

### **KEY ACCOUNTABILITIES:**

This post offers the opportunity for an individual to take the initiative in developing systems and procedures to meet the needs of the Heads of Department.

#### **Generic:**

1. To provide day to day administrative support for the Heads of Department. Maintain each Head of Department's electronic diary to ensure it is correct at all times. Liaise with Heads of Department on support required. Prepare papers ready for meetings. Liaise with internal/external clients in HoDs absence.
2. Provide an excellent customer service to callers to the Pro Vice Chancellor/Executive Support Offices.
3. Hourly Paid Part-Time Lecturer (HPPL) Management. Liaise with Heads of Department for timetabling and contractual hours of part-time lecturing staff, prepare HPPL contract. Liaise with HPPLs to sign contract and photocopying original eligibility to work documentation. Send paperwork to HR department for processing. Prepare/maintain a spreadsheet of overall HPPL hours for each Department and liaise with the Faculty Operating Officer for budgeting purposes.
4. Maintain a record of academic staff appraisals, probation and schedules. Organising the process of annual appraisals and scheduling individual meetings with HoDs and staff.

Photocopying documentation for HR department in the event the electronic system fails. Maintain a system for recording departmental staff training and development records.

5. Assisting academic staff with conference attendance through SharePoint Document Repository. Advise academic staff on registration, booking travel/hotel arrangements. Making payment of registration fees via Paraballis eInvoicing system, or by bank transfer, liaising with University Finance department and School Finance Officer. Where necessary liaise with conference coordinators. Typing letters for visas in support of application to travel.
6. Typing of various correspondence. Preparing papers for committee meetings, agendas, minutes, uploading to SharePoint, sending links to staff. The typing and editing of documentation from HoD/PVC. Organisation of Departmental meeting rooms and refreshments. Taking minutes. Servicing including agenda and minutes of the Collective Administrative Team Meetings. Project manage each Departmental Away day. Liaise with external bodies to locate venue/cost etc. Prepare Paraballis eRecruitment Invoice System. Maintain attendance list. Prepare Agenda, liaise with HoD. General office duties ie. Filing, photocopying, faxing, stationery ordering, mail distribution in the absence of the Stationery Officer
7. Take notes at staff disciplinary hearings for the relevant departments and in the absence of the other departmental support officer. Liaise with Chair and panel of disciplinary hearing on all aspects of the meeting.
8. Information gathering and updating of all induction material for new HPPLs. Coordination of Induction Day for Visiting Lecturers in line with the Admin Week Scheduled (liaising with the Director of Student Experience). Annually write to invite HPPLs to the Induction Day. Liaise with Director of Student Experience for Admin Week schedule to arrange rooming and refreshments.
9. Maintain the Staff Communications List on SharePoint for Systems Management and Strategy, Marketing Events and Tourism and Human Resources and Organisational Behaviour Departments, and other departments in the absence of colleagues.
10. Graduation Ceremonies. Liaise with academic staff on robing details. Update Robing Spreadsheet with changes to robing/new staff details. Liaise with HoDs on academic staff for the Processional Party for relevant Departments. Work with colleagues to prepare Platform Party paperwork for Conferment's Office. Collate details of special guests etc. and collective pass to Conferment's Office. Take part in the Business Faculty Graduation Ceremonies to provide support for Awards Office.
11. Work with the Executive Officer in the planning of the two day interview process. Liaise with Human Resources on interview times, panel packs etc. Book Rooms for presentations. Prepare interview papers for the Formal Interview Panel. Act on the day to ensure candidates reach their interviews and in tray exercises on time. Act as a tour ambassador when necessary.
12. To support DSE assessments in the Business Faculty.

**Team Specific:**

1. To play a full role in the Business Faculty and Executive Support team. To support other members of the team and play a supportive and collaborative role.
2. Confidentiality is paramount to this role as you will be dealing with some sensitive staffing issues.
3. Ensure 'Business as usual' in the absence of colleagues, ie, picking up work in their absence.
4. Taking minutes in the absence of other team members.
5. Opening and distribution of Business Faculty mail in the absence of the Stationery Officer.

**Managing Self**

1. Work on own initiative.
2. Pro-active and hands on
3. Time manage conflicting deadlines

**Core Requirements**

- Adhere to and promote the University's Equality and Diversity policies
- Ensure compliance with Health & Safety regulations
- Support and promote the University's Sustainability policies, including the Carbon Management Plan, and carry out duties in a resource efficient way, recognising the shared responsibility of minimising the university's negative environmental impacts wherever possible

**Additional Requirements:**

This post sometimes requires minutes to be taken at committee meetings after core hours. Must possess the flexibility to cover areas of work and support team members when required.

Undertake other duties as required by your Line Manager

**KEY PERFORMANCE INDICATORS:**
**KEY RELATIONSHIPS (Internal & External):**

Heads of Department, Senior Management Team, Pro Vice Chancellor

**PERSON SPECIFICATION**
**Essential**
**Experience**

- Administrative experience in Higher Education or similar environment

**Desirable**
**Experience**

- Experience of systems and procedures in Higher Education, working with staff at all levels within an organisation

<ul style="list-style-type: none"> <li>• Experience of word processing and Microsoft Office packages, eInvoicing Paraballis or similar</li> <li>• Excellent Customer Care skills</li> <li>• Experiences of working to tight deadlines and time management</li> <li>• Ability to manage conflicting priorities</li> <li>• Ability to work on own initiative</li> <li>• Ability to work as part of a team</li> <li>• Ability to communicate clearly and confidently both on the telephone and face to face</li> <li>• Confidentiality</li> <li>• Excellent Interpersonal Skills</li> </ul> <p><b>Skills</b></p> <ul style="list-style-type: none"> <li>• Proven administrative organisational and communication skills</li> <li>• Proven attention to detail</li> <li>• Proven ability to use own initiative</li> <li>• Proven Customer Service Skills</li> <li>• Excellent interpersonal skills</li> <li>• Excellent time management</li> </ul> <p><b>Qualifications</b></p> <ul style="list-style-type: none"> <li>• Good level of secondary education: A' level or equivalent</li> </ul>	<p><b>Skills</b></p> <ul style="list-style-type: none"> <li>• Accurate and efficient record keeping</li> <li>• Ability to take minutes of meetings</li> <li>• Ability to stay calm and professional at time of work pressure</li> <li>• Ability to think on your feet</li> <li>• Hands on approach in busy times</li> </ul> <p><b>Qualifications</b></p> <ul style="list-style-type: none"> <li>• Degree level or equivalent</li> </ul>
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**Signature(s)**

**Date of issue.....**