

## JOB DESCRIPTION

<b>Job Title:</b>	Departmental Administrator	<b>Grade:</b>	SG5
<b>Department:</b>	Faculty of Education and Health	<b>Date of Job Evaluation:</b>	July 2017
<b>Role reports to:</b>	Head of Departmental Administration		
<b>Direct Reports</b>	None		
<b>Indirect Reports:</b>	None		
<b>Other Key contacts:</b>	Faculty Admin and Finance Manager, Heads of Department, Faculty Operating Officer, Academic staff, administrative and technical support colleagues, University---wide colleagues at all levels, students, visitors, external contacts, examiners.		
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 a high standard of secretarial and administrative support service ensuring efficiency and effectiveness across the range of Departmental/Faculty activities.

### **KEY ACCOUNTABILITIES:**

#### **Team Specific:**

- Work effectively as a member of the Faculty Administration Team to provide support to key activities as directed by the Senior Departmental Administrator.
- Establish and maintain good working relationships in contributing to the delivery of an efficient support service.

#### **Generic:**

- Provide comprehensive secretarial and administrative support to key Departmental activities ensuring that academic, research and consultancy requirements of the Department are met. This will also include support to Head of Department.
- Work collaboratively to devise and implement administrative systems ensuring that effective, records, archiving and filing systems and processes are maintained.
- Prepare documentation and materials ensuring a high level of accuracy, for example, programme documentation, handbooks,

induction materials, promotional materials, etc.

- Provide support to the recruitment and admissions processes, ensuring that student applications are dealt with promptly and liaising with Admissions Tutors with regard to assessment tasks and interview arrangements as required.
- Contribute to supporting effective learning and quality provision in accordance with University regulations and requirements.
- Make preparations across the range of key activities. For example Open Days and recruitment activities; new arrivals week and student experience and employability support; programme validations; examinations; Progression and Award Boards; CPD.
- Undertake small scale projects as directed by the Head of Departmental Administration, researching and collating the information required.
- Liaise with internal and external stakeholders as required within the remit of the role.
- Work flexibly, providing cover and collaborative support to other colleagues in the Faculty Administration Team to meet variations in demand.
- Will be required to undertake, course work submission and reception cover in the absence of the receptionist.
- Responsible for ensuring the confidentiality and security of appropriate records.
- To provide student references in a timely manner.
- To provide classroom lists and student attendance monitoring and follow as directed by academic colleagues
- Provide secretariat support for departmental and faculty meetings, including SAP and PABs and plagiarism meetings and follow up, ensuring that room and catering bookings are made and that papers are circulated in a timely way.
- To use Banner and other university systems as required to support the work of the Faculty.
- To work as a member of the administrative team, assisting with all general administrative duties and supporting colleagues and assisting in a variety of areas of work to cover absence under the direction of the Head of Departmental Administration and/or Faculty admin and finance manager.

### **Managing Self**

- Responsible for maintaining own continuous development.
- Work to deadlines and project plans.
- Respond to queries in a timely manner.

### **Core Requirements**

- Adhere to and promote the University's policies on Equality and Diversity and Information Security

- 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:**

- On occasions, work outside of normal working hours to support Department and Faculty activities.
- May be required to work at other venues in the UK.
- Any other duties appropriate to the post and the grade.

**KEY PERFORMANCE INDICATORS:**

- Effective administrative support.
- Timely production and delivery of work.
- Contribution to the team ethos and effectiveness.
- Enquiries responded to in a timely manner. (measured by feedback from colleagues, students and key stakeholders both internally and externally)

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

- Faculty colleagues, including other administrative and support staff, academics and researchers.
- Staff in Central Services across the University, including Office of Student Affairs, Recruitment and Admissions, Space Management, Student Records, Facilities Management, Catering, Learning and Quality.
- External collaborators, consultants and examiners.
- Students and parents/guardians.

<b>PERSON SPECIFICATION</b>	
<b>Essential</b>	<b>Desirable</b>
<b>Experience</b> <ul style="list-style-type: none"> <li>• Administrative and secretarial experience</li> <li>• Working in a busy office environment</li> <li>• Working under pressure</li> <li>• Supporting committees and note-taking</li> </ul> <b>Skills</b> <ul style="list-style-type: none"> <li>• Strong working knowledge of Microsoft Office.</li> <li>• Excellent interpersonal skills</li> <li>• High level of proficiency in English, both written and oral.</li> <li>• Ability to communicate effectively at all levels.</li> <li>• Commitment to continuing professional development and desire to develop in the role.</li> <li>• Ability to organise own work and prioritise workload with minimal supervision.</li> <li>• Ability to identify and meet deadlines.</li> <li>• High degree of accuracy and the ability to pay close attention to detail.</li> <li>• Able to work well in a team.</li> <li>• Adaptable to different types of work and workloads.</li> <li>• Calm under pressure.</li> <li>• Tactful, diplomatic and discreet.</li> </ul> <b>Qualifications</b> <ul style="list-style-type: none"> <li>• A2-level or B.Tech level education or equivalent Level qualification.</li> <li>• A good standard of general education including minimum of A-C grade in GCSE Maths and English or equivalent.</li> <li>• Or considerable proven relevant experience</li> </ul>	<b>Experience</b> <ul style="list-style-type: none"> <li>• Working in the Higher education sector or similar environment</li> <li>• Experience of using online central systems and packages</li> </ul> <b>Skills</b> <ul style="list-style-type: none"> <li>• N/A</li> </ul> <b>Qualifications</b> <ul style="list-style-type: none"> <li>• N/A</li> </ul>

<b>Personal attributes</b>  We are looking for people who can help us deliver the values of the University of Greenwich: Excellence, Determination, Inclusivity, Ambition and Creativity.	<b>Personal attributes</b>  <ul style="list-style-type: none"><li>• N/A</li></ul>
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