JOB DESCRIPTION

Job Title:	General Administrative Assistant	Grade:	SG5
Department:	Pharmacy	Date of Job Evaluation:	April 2019
Role reports to:	School Administration Manager (SAM)		
Direct Reports	N/A		
Indirect Reports:	N/A		
Other Key contacts:	Data and Information and QA Manager		

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:

This role is key to provide a wide range of administrative support duties in a flexible role across the Medway School of Pharmacy and the University of Kent. This will include general receptionist and student-facing duties in collaboration with other administrative staff, across both schools. The role holder will support other staff with activities which arise at particular times of the academic year to help to deal with these work load priorities and peaks. This includes (among others) collation, formatting and general preparation of examination papers; entry of student marks onto appropriate databases; preparation of paperwork to support examination boards; and recording and reporting of student attendance. The post holder should have a good understanding of differing work requirements over the academic year within the two schools.

KEY ACCOUNTABILITIES:

Team Specific:

- Have overall responsibility for the management of the MSoP reception. This to include undertaking receptionist duties in the Medway School of Pharmacy and arranging cover for reception in collaboration with the SAM and other administrative staff; traing staff as appropriate, fielding enquires ad referring to relevant people as necessary.

- Support the Data QA and Information Manager in achieving agreed MSOP outcomes. This will include but not limited to:
  - o Preparation, collating and formatting undergraduate examination papers, often to a tight deadline
  - o Accurate entry of student marks and in the preparation of paperwork for examination boards and as part of the review cycles of the school's portfolio of programmes and courses;
  - o Monitoring student attendance and report any irregularities accordingly;
  - o Support in the development of the annual teaching timetable, liaising with the lead university for timetabling to contribute to effective implementation;
  - o Support Academic programme leads for undergraduate and postgraduate programmes in the development and update of relevant documents, e.g. module updates and outcomes

- o Support the SAM and Head of School in ensuring that data transfer between the two universities and other relevant stakeholders is executed correctly and in a timely fashion, e.g. registry and student records.
- o Support the work of the Admissions, Outreach and Student Support (success and communication) post holder, for example in organising and servicing events such as the careers fair, open days, induction week, liaison with external stakeholders (e.g. liaising with community pharmacies);
- o Support the SAM and academic staff in general administrative duties, e.g. by taking notes and writing minutes of formal meetings, if required;
- o Undertake basic administrative duties in support of the school, for example arranging visitor parking permits, catering for meetings, etc

Generic:
- Undertake other general administrative duties to ensure the smooth running of the school, including student facing roles, as required
- Maintain and develop appropriate areas on the Faculty/universities' databases to ensure appropriate information is available to key stakeholders
- Undertake any other administrative tasks as required by the School Administration Manager

Managing Self:
- Have an in-depth understanding of the peaks and troughs of the academic administration cycle
- Work to deadlines set by line manager
- Answer correspondence appropriately and efficiently
- Can take a flexible approach to working
- Can identify, communicate and respond to priorities
- Can manage own workload and work unsupervised to make decisions regarding own workload priorities
- Can manage complex administrative tasks to deadlines following instruction
- Can escalate conflicting work priorities appropriately and in a timely fashion

Core Requirements:
- Adhere to and promote the University's policies on Equality and Diversity and Information Security
- Ensure compliance with Health & Safety regulations and Data Protection Legislation;
- 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:
- Undertake other related administrative support duties as reasonably requested and as directed by the Postholder's line manager
- Attend any meetings that are relevant to the post holder

KEY PERFORMANCE INDICATORS:

KEY RELATIONSHIPS (Internal & External):
- Head of School
- School Administration Manager
- Senior Tutor
- Data and QA Information Manager
- Director of Undergraduate Recruitment
- Admissions, Outreach and Student Support (success and communication)
- Academic lead for timetabling
- Academic lead for examinations
- Academic programme leads for undergraduate and postgraduate programmes

PERSON SPECIFICATION	
Essential	**Desirable**
Experience • Experience of administration in a pressured environment or a similar large, complex organisation • Experience of proactivity in prioritising, setting goals and working under pressure to tight deadlines • Experience in data collection using spreadsheets and/or databases • Experience of formatting and proof-reading documents	**Experience** • N/A
Skills • Excellent IT skills. Proficient in Microsoft Office packages Excel, Word and Outlook • Able to work with a high degree of accuracy and check own work • Excellent verbal and written communications skills	**Skills** • N/A
Qualifications • GCSE grades A-C in English and Maths (or equivalent) • General secretarial/administrative training including MS Office suite	**Qualifications** • N/A

Personal attributes	Personal Attributes
• Works well in a team, can take direction and isn't afraid to ask questions to ensure the task is carried out correctly • Can make enquiries and find out information without relying on others • Able to cope with changing priorities and tight deadlines • Able to proactively identify personal priorities within the varied workload and communicate priorities to key contacts appropriately • We are looking for people who can help us deliver the values of the University of Greenwich: Inclusive, Collaborative and Impactful	• N/A