

JOB DESCRIPTION

Job Title:	Administrative Assistant	Grade:	SG4
Department:	Medway School of Pharmacy	Date of Job Evaluation:	May 2022
Role reports to:	Data, Information and Quality Manager		
Direct Reports	None		
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 administrative support to key programme administration related activities ensuring an efficient and effective service to programme/module leads, and students under the supervision of the Data, Information and Quality Manager.

The role holder is expected to work closely with relevant staff in both the University of Greenwich and the University of Kent.

KEY ACCOUNTABILITIES:

Team Specific:

- Work effectively as a member of the Medway School of Pharmacy professional services team, in order to provide support to key programme administration activities as directed by the line manager.
- Establish and maintain good working relationships in contributing to the delivery of an efficient support service.

Role specific:

- Under the supervision and instruction of the Data, Information and Quality manager, provide administrative support for all processes associated with the undergraduate student journey. Duties include, but are not limited to:
 - Support the effective functioning and improvement of all processes within the school.
 - Ensure a smooth transition from applicant to student status, for example confirming that students are registered correctly and have the required identity cards.
 - Preparation, collation, and formatting of undergraduate examination papers, often to a tight deadline.
 - Entering undergraduate assessment data onto the university's student record system.
 - Support in coordinating the exam review process.
 - Contribute to the preparation of paperwork for Progression Award boards.

- Maintain accurate undergraduate student records.
- Acting as a first point of contact for registered undergraduate students with queries, monitoring the appropriate email inboxes and responding to students in a professional and informative manner within an appropriate timeframe.
- Contribute to the running and invigilation of the undergraduate and postgraduate assessment activities in the school, on a defined rota.
- Provide routine support to the academic staff with the use of the university's virtual learning environment (eg Moodle).
- Attend meetings and take accurate minutes as required.
- Support the Postgraduate team as required on an ad hoc basis.

Development of the role

- Review current processes to identify good practice, poor practice and omissions, and suggest and implement improvements as appropriate

Generic:

- Deputise for reception staff as required, on a defined rota
- Contribute to the school's A level confirmation and Clearing activities as required, on a defined rota

Managing Self:

- Work to conflicting deadlines while identifying, communicating, and responding to priorities.
- Have a flexible approach to working.
- Manage complex administrative tasks to deadlines following instruction.
- Self-motivated with the ability to work under pressure during peak periods, with an understanding of the academic administration cycle.
- Develop and maintain positive relationships with a range of stakeholders.
- Responsible for maintaining own continuous development.
- Respond to queries appropriately and in a timely manner.
- Maintain confidentiality at all times in line with current GDPR regulations

Core Requirements:

- Adhere to and promote the University's policies on Equality, Diversity and Inclusion and Information Security;
- Ensure compliance with Health & Safety 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
- Adhere to current legal requirements and best practice relating to digital content and accessibility, including Web Content Accessibility Guidelines when creating digital content.

Additional Requirements:

- This is a professional, demanding role within a complex organisation with an ambitious strategic plan and agenda for change. The role holder will be expected to:
 - Undertake any other duties as requested by the line manager or appropriate senior manager, commensurate with the grade.
 - Show flexibility in working arrangements, including working hours, to ensure that Medway School Pharmacy Professional Services Team delivers the required level of service.

KEY PERFORMANCE INDICATORS:

- Effective Administrative support, ensuring a positive staff and student experience.
- Timely production and delivery of work, meeting deadlines as required.
- Building effective relationships with key stakeholders.
- Contribution to the team ethos and effectiveness.
- Enquiries responded to in a timely manner.

KEY RELATIONSHIPS (Internal & External):

- Programme/module leads, academic staff, students, other administrative and technical staff colleagues.
- External stakeholders, collaborators, consultants, and examiners.

PERSON SPECIFICATION

Essential	Desirable
<p>Experience</p> <ul style="list-style-type: none"> • Demonstrable experience of working in a busy office environment • Demonstrable experience of working to tight deadlines • Working under pressure • Experienced in using computerised record keeping systems and maintaining accurate records • Experience in data collection and manipulation using spreadsheets and/or databases • Experience of using, compiling and maintaining spreadsheets or databases • Experience of handling confidential and sensitive information • Experience in minute taking • Experience of dealing with customer enquiries at all levels <p>Skills</p> <ul style="list-style-type: none"> • Excellent working knowledge of Microsoft Office, including Word, Excel, Teams, and Outlook. • High level of proficiency in English, both written and oral • Ability to communicate effectively at all levels • Ability to organise own work and prioritise workload with moderate supervision • Ability to identify and meet deadlines. • High degree of accuracy and the ability to pay close attention to detail. • Excellent organisational abilities • Adaptable to different types of work and workloads. 	<p>Experience</p> <ul style="list-style-type: none"> • Working in the Higher Education sector or similar environment • Experience of working with a range of stakeholders, engaging with colleagues at all levels • Experience of using university systems, such as Banner, and reporting dashboards • Experience using SharePoint <p>Skills</p> <ul style="list-style-type: none"> • Able to create reports and compile statistics as required • To be able to demonstrate commitment to continuing professional development and desire to develop in the role • Ability to Build and maintain relationships with key stakeholders in a professional manner (e.g. courteously, efficiently, assessing level of priority) • Commitment to continuing professional development and desire to develop in the role.

- Calm under pressure.
- Discreet approach and ability to maintain confidentiality.
- Ability to input and produce reports from computerised record systems

Qualifications

- Educated to A level or demonstrable relevant work experience
- GCSE Maths/ English (Grade C or above) or equivalent

Personal attributes

- Ability to contribute to ideas and the development of the role.
- Flexibility to work outside of normal working hours on occasion
- We are looking for people who can help us deliver the values of the University of Greenwich: Inclusive, Collaborative and Impactful

Qualifications

- Level 2 ICT qualification

Personal attributes

- N/A