

## JOB DESCRIPTION

<b>Job Title:</b>	School Senior Administrative Officer (School of Education)	<b>Grade:</b>	SG6
<b>Department:</b>	Faculty of Education, Health & Human Sciences	<b>Date of Job Evaluation:</b>	July 2019
<b>Role reports to:</b>	Faculty Administrator Manager, Head of School		
<b>Direct Reports</b>	N/A		
<b>Other key contacts:</b>	Deputy Heads and other members of the School Senior Management Team; academic and research staff, administrative and technical staff, colleagues in University departments, external collaborators, examiners, students		
<p>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.</p>			

### **PURPOSE OF ROLE:**

To provide a high standard of support to the School Senior Management team and to key School activities under the direction of the Head of School and the Faculty Administration Manager.

### **KEY ACCOUNTABILITIES:**

#### **Team Specific:**

- Work closely with the Head of School to ensure administrative support meets the academic, research and consultancy requirements of the school.
- Establish and maintain good working relationships in coordinating the delivery of an efficient support service.

#### **Generic:**

- Provide PA and administrative support to the Head of School, as required, including diary and meeting management of School senior management team.
- Act as the main administrative point of contact for the School, responding to queries where possible, or redirecting to others within the School, or elsewhere in the faculty.
- Provide administrative support to the School Senior Management team as determined by the Head of School, in liaison with the Faculty Administration Manager. This may include

- coordinating support for employability, student experience, CPD, consultancy and research and enterprise activities, including liaison with Faculty leads, Greenwich Research Enterprise, and external research agencies.
- Provide support to School Committees and meetings, as required, including preparing and circulating agendas, note taking, circulating minutes, and following up on actions.
- Ensure that effective records, archiving and filing systems and processes for the school are devised and maintained, ensuring adherence to Faculty and University policies.
- To provide support for School staff recruitment and induction processes as directed by the Head of School.
- To act as local DSE assessor for the school, ensuring DSE assessments are up to date and to provide support to the school as required.
- To undertake School based projects as required.
- Identify improvements to the effectiveness and efficiency of the administrative service and take a lead in implementing these.
- Liaise with accrediting bodies and other external stakeholders as required.
- Work flexibly, providing cover and collaborative support to other colleagues in the Faculty & School Administration Team to meet variations in demand.

**Managing Self:**

- Self-motivated with the ability to work under pressure during peak periods.
- Team-focused, providing support to colleagues and activities as required.
- Develop and maintain positive relationships with a range of stakeholders.
- Responsible for maintaining own continuous development.
- Respond to queries in a timely manner.
- Maintain confidentiality at all times.

**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:**

- Any other duties as may be reasonably requested by your line manager.
- On occasions, work outside of normal working hours to support School and Faculty activities.
- Willingness to work on any campus.

Undertake any other duties as requested by the line manager or appropriate senior manager, commensurate with the grade.

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 show flexibility in working arrangements, including working hours, to ensure that the faculty delivers the required level of service.

**KEY PERFORMANCE INDICATORS:**

- Any other duties as may be reasonably requested by your line manager.
- On occasions, work outside of normal working hours to support School and Faculty activities.
- Willingness to work on any campus.

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

- Faculty and School colleagues, including other administrative and support staff, academics and researchers, students
- Staff in Central Services across the University, including Student and Academic Services, Estates and Facilities, Catering and GRE.
- External partners, collaborators, consultants, examiners and other external stakeholders.

<b>PERSON SPECIFICATION</b>	
<b>Essential</b>	<b>Desirable</b>
<p><b>Experience</b></p> <ul style="list-style-type: none"> <li>• Extensive administrative and secretarial experience</li> <li>• Working to senior colleagues, often with conflicting demands</li> <li>• Meetings administration and notetaking</li> <li>• Experience of planning and prioritising work in order to meet deadlines</li> <li>• Experience of working collaboratively across different functional areas</li> <li>• Experience of working in a busy and professional office</li> </ul> <p><b>Skills</b></p> <ul style="list-style-type: none"> <li>• Knowledge of HE institutions and the current challenges in the sector</li> </ul> <p><b>Qualifications</b></p> <ul style="list-style-type: none"> <li>• Degree or professional qualification or considerable proven relevant experience</li> </ul> <p><b>Personal attributes</b></p> <ul style="list-style-type: none"> <li>• We are looking for people who can help us deliver the <a href="#">values</a> of the University of Greenwich: Inclusive, Collaborative and Impactful</li> </ul>	<p><b>Experience</b></p> <ul style="list-style-type: none"> <li>• Working in the Higher Education sector or similar environment.</li> <li>• Experience of using university systems, such as Banner, and reporting dashboards</li> </ul> <p><b>Skills</b></p> <ul style="list-style-type: none"> <li>• Able to create reports and compile statistics as required</li> </ul> <p><b>Qualifications</b></p> <p><b>Personal attributes</b></p> <ul style="list-style-type: none"> <li>• N/A</li> </ul>