



Job Title: Administration Assistant
Grade: 3
Salary: £19,955 to £21,197 per annum
Department: Maths, Engineering and Computer Sciences Cluster
Hours/Contract: Full Time (job share considered), permanent
Job Family: Management and Administration
Reference: 5974

Role Purpose

You will work as part of a team to support course administration for undergraduate and postgraduate taught programmes from enquiry through to graduation.

You will handle enquiries from prospective students, students, academic staff, other areas in the University and external agencies. You will be responsible for tasks delegated by the Business Administration Manager and undertake general office duties as required.

Main Duties and Responsibilities

- Support the administration of taught degree programmes including:
 - Processing coursework submissions, feedback and marks entry.
 - Maintaining student records, both electronic and paper files.
 - Updating administrative information on Blackboard.
- To deal with enquiries from current students regarding process and procedures, providing advice and assistance.
- Liaise with academic staff and other areas within the University, including Student and Academic Services, IT Services, Finance and Corporate Affairs and Planning.
- Arrange meetings for Heads of Department, Operations Manager and senior academics including booking meeting rooms, catering and AV facilities.
- General office duties including:
 - Ordering stationery, paper and other goods.
 - Assist with the processing of invoices, expense claims and payments for tutors including photocopying forms, obtaining authorisation, sending to Finance Hub and filing paperwork.
 - Maintenance of equipment including changing toner and taking readings for the photocopier.
 - Ordering AV equipment for teaching
 - Key allocation
 - Post
 - Maintaining contact detail lists
 - Maintaining notice boards, pigeon holes, tables on landings etc.
 - Photocopying
 - Reporting maintenance issues to Estates
 - Making arrangements for events and conferences organised by the Departments within the Cluster.





Alongside the principle accountabilities the postholder is expected to:

- Have a flexible approach to work to provide cover for other administrative staff as required across the College to ensure continuity of service.
- Work as a member of a multi-functional team with a common purpose and agreed operating principles. As a member of the team, take responsibility for responding quickly and proactively to demand, and identifying and driving the changes needed for improvements to the service.
- Routinely collect data to measure the performance of the system. Capture the demand. Act to remove causes of failure demand and waste within the system, pulling in expertise and support where needed.
- Take direction from academic staff in the departments of the cluster as appropriate and in accordance with locally agreed priorities.

Internal and External Relationships

You will be required to work autonomously and to be able to make decisions on a day-to-day basis, and to make judgements about when to defer decisions to more senior staff.

Business Administration Manager - daily basis

Operations Manager – weekly basis

Daily contact with current students - provide advice regarding progress and procedures, confirming deadlines or referring onto other staff.

Daily contacts with administrative staff and academics to exchange information and advice and make decisions regarding student progress.

Weekly contact with Heads of Department and senior academic staff.

Regular contact with administrators in other departments with joint degree programmes.

Daily contact with the Student and Academic Services, sharing information and seeking advice on particular issues.

Planning and Organising

- You will be expected to manage your own time and daily activities.
- You will be expected to plan weeks ahead.
- You will be required to work autonomously.
- You will provide support to the Administration teams in ensuring that deadlines for exams and return of marked work, as set by the University, are met.
- You will be responsible for ensuring that staff and students are informed about timetabling arrangements.
- You will be expected to organise record keeping to ensure that student progression is closely monitored.

Qualifications, Knowledge and Experience

Essential

- Experience of data input and accurate record-keeping*
- Excellent IT skills including Microsoft Office





- Experience of working as an administrator in a busy environment*
- Educated to GCSE standard or equivalent*

Desirable

- RSA 2 Word Processing or equivalent (e.g. ECDL)
- Work experience in higher education*

Skills, Abilities and Competencies

Essential

- Effective oral and written skills in order to communicate effectively with staff and students.
- Excellent accuracy and attention to detail.*
- Strong organisational, record keeping and clerical skills.
- Good communication skills, with the ability to give and receive information effectively using a variety of methods and to communicate with a wide range of university staff, students and agents.*
- Ability to work as both a member of a team whilst also demonstrating independent working and initiative.
- A willingness to be flexible towards duties and adaptable to change.
- An understanding of the importance of meeting customer needs and providing a high quality service.

****Criteria to be used in shortlisting candidates for interview***

Criminal Declaration

If you become an employee, you must inform your manager immediately, in writing, if you are the subject of any current or future police investigations/legal proceedings, which could result in a criminal offence, conviction, caution, bind-over or charges, or warnings.

Supporting University Activities

As a University of Leicester citizen, you are expected to support key university activities such as clearing, graduation ceremonies, student registration and recruitment open days. We expect all staff as citizens to work flexibly across the University if required.

Equality and Diversity

We believe that equality, diversity and inclusion is integral to a successful modern workplace. By developing and implementing policies and systems that challenge stereotypes across all aspects of our work, we have a culture that recognises and values the diverse contributions of our staff which benefits everyone. Our strong values of inclusivity and equality support our efforts to attract a diverse range of high quality staff and students, and identify our University as a progressive and innovative workplace that mainstreams equality, diversity and inclusion.

