



Job Title: Administrative Assistant (Phase 1 MB ChB)

Grade: 3

Salary: £19,955 to £21,197 per annum pro rata

Department: Leicester Medical School

Hours/Contract: Part-time (0.7FTE, 24.5 hours per week), Permanent

Job Family: Management and Administration

Reference: 6257

Role Purpose

To provide general administrative support to an agreed standard to deliver a timely high quality service to internal and external customers in support of Phase 1 of the MB ChB programme.

To handle enquiries from prospective students, students, academic staff, other areas in the University and external agencies.

To be responsible for tasks delegated by the Business Administration Manager for the relevant phase of the programme and to undertake general office duties as required.

Main Duties and Responsibilities

Provide administrative support across the Phase administrative team:

- To provide support to the finance team including processing of expense claims, receiving and reporting goods receipts and making arrangements to support staff, student and external visitor travel requirements, ensuring adherence to University procedures and value for money principles
- To provide support for the administration of any current and future taught degree programmes and administration associated with the student lifecycle including maintaining student records, (both electronic and paper files), updating administrative information on Blackboard, processing coursework and assessment submissions, feedback and marks entry. Routinely collect data to measure the performance of the system.
- To support teaching by checking, distributing and collecting equipment across teaching space according to the requirements of the teaching staff
- To provide support for student attendance administration including collating requests for student annual leave and sickness reporting.
- To support the delivery of assessments as directed by the Business Administration Manager, to include resourcing OSCE assessments, marks entry and associated tasks.
- Take a flexible approach to work within a multi-functional team to provide cover for other administrative staff as required across the School to provide continuity of service. As a member of the team, take responsibility for responding quickly and effectively to all demands, and supporting implementation of the changes needed for improvements to the service.





General office duties including:

- Providing support for School facilities management as agreed with the Business Administration
- Manager, which may include maintaining lists of room allocations, maintaining telephone lists, maintaining equipment and IT hardware databases, reporting maintenance issues, submitting works orders for minor repairs, looking after MFDs (printer/copiers), and collection and distribution of mail.
- Circulating information to staff and students, e.g. events, news and announcements.
- Ordering stationery, paper and other goods.
- Ordering and checking AV equipment for teaching.
- Maintaining email distribution lists.
- Maintaining notice boards.
- Photocopying.
- Arranging meetings and events for senior academics as required: booking meeting rooms, catering and AV facilities, arranging teleconferences.
- Ordering car parking permits as required.
- Take direction from senior academic staff in the Department as appropriate and in accordance with locally agreed priorities.
- Undertake filing and archiving activities on behalf of the Phase 1 Team.

Responding to and resolving within agreed parameters enquiries and requests from School staff and students.

Liaising with academic staff and other areas within the University, including Student and Academic Services, IT Services, Finance and Corporate Affairs and Planning.

Internal and External Relationships

- You will be required to work under supervision and to be able to make decisions within agreed processes on a day-to-day basis, referring non-routine decisions to more senior staff as required.
- Business Administration Manager - daily basis
- Programme Administrator – daily basis
- Head of Operations – weekly basis
- Daily contact with current staff and students - advising regarding progress and procedures, confirming deadlines or referring onto other staff.
- Daily contacts with administrative staff and academics to exchange information and advice.
- Weekly contact with Head of School and senior academic staff.





- Daily contact with other offices of the University, 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 for the days ahead.
- You will be required to work under supervision, making decisions within agreed processes.
- You will be responsible for ensuring that staff and students are informed about a range of activities.
- You will be expected to organise record keeping and undertake filing and archiving.

Qualifications, Knowledge and Experience

Essential

- Either academic or vocational qualifications (NVQ 2-3, 5 GCSE passes at grade C or above, City and Guilds or equivalents) plus relevant work experience in a comparable role

OR

- Substantial relevant work experience in a comparable setting*
- Proficient user of Microsoft Office, Outlook and the internet*
- Experience of data input and accurate record-keeping Desirable
- RSA 2 Word Processing or equivalent (e.g. ECDL)
- Work experience in higher education

Skills, Abilities and Competencies

Essential

- 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 as 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.

University Values

Inclusive - We are diverse in our makeup and united in ambition. Our diversity is our strength and makes our community stronger.

Inspiring - We are passionate about inspiring individuals to succeed and realise their ambitions. We challenge our community to think differently, to get involved, and to constantly embrace new ideas.

Impactful - As Citizens of Change we will generate new ideas which deliver impact and empower our community

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.

