UNIVERSITY OF LEICESTER

Job Summary

Job Title: Dalian Leicester Institute (DLI) College Administrator
Grade: 5
Salary: £27,241 to £31,861 per annum, pro-rata if part-time
Department: College of Science and Engineering
Hours/Contract: Full time or job share, permanent
Job Family: Management and Administration
Reference: 13984

Role Purpose

Based in Leicester and as a key member of the DLI team, you will provide excellent service and administrative support to the Leicester DLI managers and flying faculty across the full range of professional services support. Directly providing an efficient, confidential and proactive administrative support service to the Dean of DLI and DLI Management Group.

To maintain and improve operational efficiency and quality of service through the development and application of continuous improvement, as part of the shared administration between DLI and the wider College.

Main Duties and Responsibilities

- Delivery of an excellent service to staff, responding quickly and effectively to queries and issues. Ensuring that communication with staff is clear and timely. Using own judgement to resolve issues but understanding when to refer matters to College Operations Manager/Deputy Operations Manager or other staff based at the University of Leicester.
- Work closely with the Dean of DLI and College Operations Team to ensure the continued success of the DLI and to inform, develop and deliver the DLI undergraduate programmes, future research initiatives and business cases.
- Provide PS support to the Leicester DLI managers and flying faculty to ensure that University visits to PRC run smoothly and effectively. Including VISA and travel advice and support to University staff, organising accommodation and PRC travel through communication with DLI staff in PRC. Assist in all aspects of PDP programmes for visiting staff from DUT.
- Provide administrative support to the Leicester DLI Managers concerning financial activities associated with the DLI. Including providing SAP reports, managing the invoice process, placing orders and processing invoices.
- Organise and attend meetings of the Leicester-based DLI Management Group and DLI delivery groups as and when required. Including preparing papers and taking of minutes, logging of actions and progressing of actions during the meeting cycles. Meetings typically take place on a monthly or quarterly basis depending on the meeting.
- Provide support to the UoL students on exchange visits to DUT, tasks to include but not exclusively, arranging induction workshops, marketing and promotion at UoL, student registration, coordinating travel arrangements and VISA applications.
- Arranging the DUT to UoL staff training visit programmes, including venues, travel and booking accommodation, preparing itineraries.

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- Working closely with the Dean of DLI and College Managers to ensure that a set of common operating procedures are implemented across all areas of work, whilst maintaining an awareness of the relevant differences between the UK and PRC.
- Provide general personal assistant duties to support the Dean of DLI e.g. diary management, meetings and travel arrangements.
- Undertake other duties and provide administrative or operational support across, College Operations and the wider College, as reasonably required and commensurate with the grade of the post.

Internal and External Relationships

- The China-Based Programme Administrators.
- The DLI Dean, DLI Global Partnership Manager and other administrative staff as part of the shared support structure as well as the College and the wider University.
- The Leicester DLI managers
- Academic leads of DLI programmes and ELTU
- Director of College Operations
- College Operations Manager/ Deputy Operations Manager
- College Operations/ Professional Services Teams
- College Flying Faculty Academic Staff

Contact with:

- UK and PRC visa agencies.
- Travel Management Company – Clarity
- Hotels as required

Planning and Organising

- Manage your own time and daily activities; plan weeks/months ahead and work autonomously.
- Plan, for the forthcoming academic year, and provide PST support to the DLI Management Group, DLI delivery groups and the Dean of DLI.
- Organise record keeping ensuring that records comply with GDPR.
- Take minutes and action logs for meetings.
- Provide a level of diary management support to the Dean of DLI

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Qualifications, Knowledge and Experience

Essential

- Either academic or vocational qualifications (NVQ 3, general education to A-Level, City and Guilds or equivalents) plus work experience in a relevant role; or, Substantial relevant work experience in a comparable setting*.
- Experience of data input and accurate record-keeping*.
- Experience of taking minutes and supporting committees*.
- Work experience as an administrator in a busy environment*.
- Relevant work experience in Higher Education.

Desirable

- Knowledge of financial regulations within Higher Education.

Skills, Abilities and Competencies

Essential

- Ability to understand and comply with relevant internal/external policies and procedures in the workplace*.
- Ability to work to tight deadlines and use judgement and initiative to prioritise workload*.
- Strong organisational and record keeping skills*.
- Excellent accuracy and attention to detail*.
- Good communication skills, with the ability to give and receive information effectively using a variety of methods and to communicate with students, University staff and DLI staff*
- Ability to work as both as a member of a team whilst also demonstrating independent working and initiative*.
- An understanding of the importance of meeting customer needs and providing a high quality service*.
- A willingness to be flexible towards duties and adaptable to change*.

Desirable

- A willingness to undertake occasional early morning and weekend work*
- Working knowledge of relevant University systems e.g. SITS, CMIS processes and procedures.

**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.

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Job Summary

Supporting University Activities

As a University of Leicester citizen, you are encouraged to support key university activities such as clearing, graduation ceremonies, student registration and recruitment open days. We encourage all staff as citizens to work flexibly across the University if required. If supporting these activities is likely to affect your workload, please speak to your line manager in the first instance

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

Freedom of Speech

The University is committed to upholding freedom of speech and academic freedom within the law throughout our recruitment processes. We ensure that all candidates are considered based on merit and suitability for the role, without regard to their lawful viewpoints or the expression of challenging or controversial ideas. Our recruitment policies and practices are designed to protect applicants from discrimination or adverse treatment on the basis of their opinions, and to foster an environment where open debate and diverse perspectives are valued as essential to our academic mission.

Equity and Diversity

We believe that equity, 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.