



Job Title: Administrative Assistant

Grade: 3

Salary: £17,079 to £19,202 per annum

Department: School of Arts

Hours/Contract: Full time, permanent

Reference: 698

Role Purpose

As a member of the professional services team, the post holder will:

- Work as part of a team to support administration for undergraduate and postgraduate taught programmes from enquiry through to graduation.
- Handle enquiries from prospective students, students, academic staff, other areas in the University and external agencies.
- Be responsible for tasks delegated by senior administrative staff and to undertake general office duties as required.

Main Duties and Responsibilities	% Time
<p>Programme Administration Support:</p> <ul style="list-style-type: none"> • Process coursework submissions, feedback and marks entry. • Maintain student records. • Update administrative information on Blackboard. • Deal with a variety of forms (e.g. change of degree/module, withdrawal, ill health, Erasmus learning agreements etc). • Prepare straight forward materials (such as advice sheets, posters, temporary signage, labels, start of term packs etc). • Support the module evaluation process. 	25
<p>Reception Duties:</p> <ul style="list-style-type: none"> • Deal with enquiries from prospective students, current students (including Erasmus and Study Abroad students); academic staff; visitors. • Provide advice and basic information in accordance with relevant regulations • Provide cover on the Reception Desk as required. 	25
<p>Academic and Professional Services Support:</p> <ul style="list-style-type: none"> • Provide administrative support for departmental events and activities (e.g. seminars, away days, CPD events etc). • Enter/upload data, data checking and matching. • Run straight forward reports. • Make routine arrangements and bookings (including travel) according to set procedures. 	25
<p>General Office Duties:</p> <ul style="list-style-type: none"> • Update website/online content as directed. • Order stationery and other goods. • Maintain internal contact detail lists. 	25





- Oversee printing facilities.
- Report maintenance issues to Estates.
- Ensure the public spaces of the Department are kept maintained to a high standard.

Planning and Organising

The post holder will support activities undertaken by the Department as required throughout the year. These will include (but may not be limited to) support for events such as open days, student competitions, public lectures and seminars. These duties will be agreed with the Business Administration Manager but will periodically be subject to review so as to meet the business needs of the Department.

The post holder is expected to:

- Assess the range and volume of work to be undertaken for the day or days ahead and plan to ensure work is completed on time and to an appropriate standard.
- Make routine arrangements and bookings according to clearly defined instructions.
- Contribute to the office planning process and organisation.

Qualifications, Knowledge and Experience

Essential

- Educated to GCSE standard (5 GCSEs at grade C/4 or above, including English) or equivalent*
- Work experience as an administrator in a busy environment*
- Experience of data input and accurate record-keeping*

Desirable

- Work experience in higher education.
- Experience of updating websites.
- Experience of creating and using online surveys.
- Experience of using Blackboard.

Skills, Abilities and Competencies

Essential

- Excellent IT skills including Microsoft Office.
- Strong organisational, record keeping and administrative 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 a wide range of university staff, students and agents.
- Ability both to work as a member of a team and also to demonstrate 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.





- Ability to learn and use new IT systems.

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

VITAL

The University encourages all staff to live our [VITAL values](#) which are:
Valuing People, Innovators, Together, Accountable, Leaders.

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.

