

**Job Description**

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| Job Title: | Administrator |
| Faculty/Department: | Faculty of Arts, Cultures and Education |
| Reporting to: | Team Leader / Section Manager |
| Duration: | Continuing |
| Job Family:  | Administration |
| Pay Band: | 4 |
| Benchmark Profile: | Administrator Band 4 |
| CRB Disclosure requirement: | N/A |
| Vacancy Reference: | FA0234 |

**Details Specific to the Post**

**Background and Context**

The Faculty of Arts, Cultures and Education is a large and diverse faculty in the University of Hull, encompassing a wide range of disciplines and including a large number of students and staff. The Faculty places the students at the heart of our operations and is keen to ensure that we deliver a high quality service that they expect.

The Faculty of Arts, Cultures and Education University of Hull comprises three schools:

* The School of Education and Social Sciences
* The School of Arts
* The School of Histories, Languages and Cultures.

### Specific Duties and Responsibilities of the post

The post-holder will work with colleagues within a team based in one of the 5 newly created sections of the Faculty professional service.

\*Please note: The Employability and Professional Success Section is only applicable to the Faculty of Business, Law and Politics. The Placement Team is only applicable to The Faculty of Health Sciences. The International and Recruitment Section is only applicable to The Faculty of Business, Law and Politics and the Faculty of Health Sciences.

The 5 Sections are:

* Student Hub
* Quality, Learning and Teaching Office
* Dean’s Office
* Employability and Professional Success\*
* International and Recruitment\*
* Placement Team\*

**Student Hub**

The role holder will work as part of a team that is responsible for matters relating to the admission of students, administration of programmes and student support. This will include:

* Supporting processes related to application and admission, including via specialist agencies and for professionally accredited programmes.
* Supporting the delivery of Welcome Week and other student engagement activity.
* Producing and compiling documentation in line with standard operating procedures including student handbooks, exam papers, pass lists and general student correspondence.
* Administration of student attendance and engagement monitoring procedures and monitoring postgraduate student supervision meetings.
* Undertaking reception duties as required, and acting as a first point of contact for student feedback, including complaints.
* To use the student information system, updating student records, inputting marks, making credit checks, recording module choices, recording assessment submission and allocations of Academic Support Tutors, and producing reports as required.
* To use the university’s document management system, the Virtual Learning Environment and other relevant repositories.

**Quality, Learning and Teaching Office**

The role holder will work as part of a team that is responsible for matters relating to the assurance and enhancement of quality across the Faculty. This will include:

* Support the administration of processes relating to the development of the academic portfolio, the review, revision and amendment to modules and programmes.
* Support external accreditation activity, quality reviews and audits as required, including those required by PSRBs.
* Administering activity in relation to module evaluation (MEQs), student feedback, servicing of staff/student committees, supporting student survey campaigns (e.g. NSS) and Student Experience Enhancement Reviews (SEERs).
* Supporting the annual monitoring of modules and programmes (AMRs) and other quality assurance processes required by the University.
* Administering the appointment of External Examiners and monitoring the completion of External Examiners reports.

**Dean’s Office**

The role holder will work as part of a team that is responsible for matters relating to executive support, faculty governance and compliance. This will include:

* Providing administrative support for senior management team of the Faculty, including diary management.
* Supporting faculty operational planning activities, including the use of university systems to maintain accurate information sets, and the production of a faculty almanac
* Servicing Faculty and School level committees and forums.
* Collating and analysing data to inform faculty responses to University and external requests for information, including subject access requests and FOI requests.
* Administering formal student complaints submitted to the Dean.

**Placement Team**

* Providing administrative support for processes relating to the recruitment, registration, audit and quality assurance of placement providers
* Administering the allocation of students to placements process including liaison with placement providers and working within regulatory guidelines
* To use partner IT systems (eg NTS) to update and monitor students’ status, attendance and progress, producing reports as required
* Administering in-house client referrals and staff rotas (eg FASU)
* Administering financial processes associated with placements

**International and Recruitment**

* Provide administrative support for the development of international programmes and student exchanges
* Administering on-programme support for international students and compliance with regulations (eg Tier 4)
* Administering processes related to recruitment, application and admission, including international applications, those received via specialist agencies and for professionally accredited programmes
* To use the student information system, tracking applications, recording documentation submissions and decisions, and producing reports as required
* Planning and supporting recruitment events and Open Days

**Employability and Professional Success**

* Supporting the undergraduate placement programme working closely with the Graduate Skills & Careers Officer
* Providing administrative support for processes relating to the recruitment, registration, audit and quality assurance of placement providers
* Helping to maintain specialist employability and alumni-related electronic resource platforms, including those on social media and Canvas
* Dealing with student enquiries around employability and alumni issues, including signposting to relevant academic staff and to central services where appropriate
* Assisting with Centre for Professional Success events e.g. Graduation reception and the World of Work week, in the UK and internationally
* Providing administrative support for a wide range of student and alumni-focused activities, promoting job opportunities, competitions and e-mentoring schemes.

**General**

Staff in all areas will be required to support university events such as Open Days, Registration and Graduation Ceremonies, and provide general administrative support for the wider faculty as required.

**GENERIC JOB DESCRIPTION**

The job duties and responsibilities listed below are intended to describe the general nature of the role. The duties and responsibilities and the balance between the elements in the role may change or vary over time depending on the specific needs at a specific point in time or due to changing needs in the department. Candidates should note that there may not be an immediate requirement to carry out all the activities listed below.

### Overall Purpose of the Role

* Roles at this level work within established processes and procedures, with minimum day to day supervision under the guidance of a team leader.
* The role holder will:
	+ Provide administrative support to staff, students and more senior colleagues. The role will involve maintaining systems and/or undertaking routine tasks that support the working of teams, processes and/ or projects.
	+ Require the relevant knowledge which may be gained through experience and on-the-job training.

**Main Work Activities**

### Communication

1. Assist in the preparation and collation of written documents for circulation
2. Take notes and produce formal minutes at meetings when required
3. Format and edit publications
4. Draft and type formal documentation
5. Compile procedural manuals and other University documentation

### Teamwork

* Under the guidance of a team leader, where necessary provide day-to-day support to other members of staff and members of staff new to the work area

### Service Delivery

* Provide administrative support to colleagues including academic and administrative staff
* Provide administrative support to specific projects as required
* General office duties which may include:
	+ Using the photocopier and fax equipment
	+ Receiving, acknowledge, distributing and posting mail
	+ Updating notice boards
	+ General filing duties
* May be required to perform reception duties

### Planning and Organisation

* Organise and represent the area and University at events
* Plan and prioritise own work activities

### Analysis/Data Inputting

* Record and analyse data as required using Microsoft Office, other software and corporate systems
* Produce reports for routine analysis
* Check departmental web presence to ensure accuracy of information
* Maintain accurate records

### Additionally the post holder will be required to:

* Fulfil the employees’ duties described in the University’s health and safety policies and co-operate with the health and safety arrangements in place within the department. May be required to undertake specific health and safety roles on request e.g. Display screen equipment assessor, departmental safety officer, fire warden
* Show a commitment to diversity, equal opportunities and anti-discriminatory practices This includes undertaking mandatory equality and diversity training
* Comply with University regulations, policies and procedures

**COMPETENCY SPECIFICATION**

To fulfil your role, you will need certain knowledge, skills and competencies. The following competency specification provides a framework within which your performance will be assessed. The interview assessment may include, for example, testing on IT skills.

**The Competencies set out below are essential and are core requirements** needed to perform the role and any candidate who fails the requirement will not be taken forward for further assessment or to interview.

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| **Competency** | **Identified by** |
| **Knowledge and Experience**  |  |
| Has knowledge and experience of working in an office environment covering a range of administrative tasks | **Application/Interview** |
| Can use a broad range of products from the Microsoft Office suite and have the ability to learn new systems and software | **Application/Interview** |
| Has a good general education showing clear evidence of literacy and numeracy. For example, GCSE Maths and English A-C | **Application/Interview** |
| Engagement in regular staff development and CPD activity. | **Application/Interview** |
| **Communication (Oral)**Can demonstrate the ability to exchange basic information promptly and in a courteous and effective manner to students, colleagues, line managers and external contacts. | **Application/Interview** |
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| **Communication (Written)**Can demonstrate the ability to provide information in a suitable format so that the others’ needs are met and adjusts the level of content to help others understand. | **Application/Test** |
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| **Teamwork and Motivation**Can demonstrate the ability to work effectively as part of a team. Is willing to provide cover for colleagues and acts in a supportive manner.  | **Application/Interview** |
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| Liaison and NetworkingCan demonstrate the ability to work with others outside the immediate area to ensure that accurate information is passed on promptly to the most appropriate people to improve working practices. | **Application/Interview** |
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| **Service Delivery**Has knowledge and understanding of services available to users of this and related areas of work and ensures that the experience of each customer is positive and satisfactory. | **Application/Interview** |
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| Planning and OrganisationCan demonstrate the ability to create realistic plans to achieve own deadlines and objectives. Monitors progress of self and/or others and can prioritise tasks/activities effectively. Suggests ways of improving working practices and use of resources. | **Application/Interview** |
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| **Initiative and Problem Solving**Can demonstrate the ability to solve standard, predictable problems in accordance with procedures and precedent. | **Application/Interview** |