**Job Description**

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| Job Title: | School Operations Administrator |
| Faculty/Professional Directorate: | Faculty Services |
| Subject Group/Team | FOSE Services |
| Reporting to: | Faculty Operations Manager |
| Duration: | Fixed Term |
| Job Family: | Administration |
| Pay Band: | 4 |
| Benchmark Profile: | Administrator Band 4 |
| DBS Disclosure requirement: | N/A |
| Vacancy Reference: | TBC |

**Details Specific to the Post**

**Background and Context**

The University of Hull has adopted a new professional service delivery model following extensive consultation with stakeholders from across the University. A key element of the new service delivery model is the resourcing of academic Schools to provide support at a local level but also alignment at both faculty and functional levels.

Additionally, Faculty resourcing provides a critical interface into functional areas (Finance for example) through business partners and communities of practice that serve to support and reinforce a single professional service culture for the University. Driving continuous improvement through consistency of policy, process, practice and systems utilization will be a critical enabler of success.

It is an exciting time to be at the University of Hull as we build our *One Team* culture, drive service improvement and support our students and staff achieve their personal goals and aspirations.

### Specific Duties and Responsibilities of the post

* Support Health and Safety and facilities procedures working closely with the Faculty Operations Manager.
* Support the core administration processes and procedures relating to the School with tasks such as purchasing, expense processing, hospitality requests, travel bookings etc.).
* Supporting the distribution of information across the School including updating the SharePoint site and producing ebulletins.
* Be the main point of contact for operational support for academic staff;
* Maintain effective and positive professional relationships with central University HR, Finance, and Infrastructure services teams, to ensure a cohesive and University-wide approach to operational delivery, supporting an excellent staff experience;
* Responsibility for all resource related administration (updating MyHR, collation of sickness absence details, fit notes etc.), abiding with GDPR compliance at all times;
* Working closely with the Faculty Operations Co-Ordinator to ensure continued optimal efficiency and effectiveness of the service is provided and reviewed regularly;
* Service School level committees and forums.
* Support the planning and delivery of School and Faculty events
* Collating and analysing data to inform faculty responses to University and external requests for information, including subject access requests and FOI requests.
* Develop procedural documents that map out standard processes for internal reference. Support academic staff with effective signposting to key policies and procedures;
* Ensure support for PhD students undertaking teaching ensuring provision of appropriate resources.
* Provide support as needed for events such as Clearing, Open and Offer Holder Days, Registration and Graduation ceremonies 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** |

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| **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 Networking Can 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 Organisation Can 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** |