

**Job Description**

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| Job Title: | Administrator |
| Faculty/Professional Directorate: | Academic Services |
| Subject Group/Team | Student Administration |
| Reporting to: | Academic Administration Manager |
| Duration: | 12 Month Fixed Term Contract |
| Job Family: | Administration |
| Pay Band: | 4 |
| Benchmark Profile: | Administrator Band 4 |
| DBS Disclosure requirement: | N/A |
| Vacancy Reference: |  |

**Details Specific to the Post**

**Background and Context**

The University of Hull (UoH) has been shaping the future since 1927. With a vision that emphasises the pursuit of excellence to achieve a fairer, brighter and carbon neutral future, the Institution’s plans, as set out in our University Strategic Plan 2030, are bold and ambitious. Motivated by societal challenges and inspired by the power of our global community, the next few years represent a significant opportunity for the University to further define and enhance its position within the UK Higher Education Sector. The University has a long-established reputation as a research-led institution, which is internationally recognised for the quality of research and impact in areas such as sustainability, social justice, and health and wellbeing.

“We have a real window of opportunity to build and grow the University, and to realise our ambitions of academic excellence across the board. We have weathered the financial challenges and are ready to move forward with optimism.”

Vice-Chancellor, January 2023

The University of Hull has adopted a new professional service delivery model following extensive consultation with stakeholders from across 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. The University of Hull has adopted a new professional service delivery model following extensive consultation with stakeholders from across the University. The majority of professional services are centralised with a hub and spoke model ensuring that that University-level central teams are operating efficiently to enable capacity for growth, are sharing knowledge and best practice to enable a consistent approach and driving continuous improvement. A single professional service culture for the University underpins close partnering and seamless service provision across professional staff in central and Faculty teams. ADMINISTRATOR B4 – ACADEMIC ADMINISTRATION | V1 – June 2023

The post-holder will work with colleagues within a team based in one of the newly created Professional Services domains within the Academic Services portfolio. Academic Services provides services to students from the point of registration to graduation, and curriculum and teaching administration support to Faculties and Schools. The team aims to ensure that students can articulate and achieve their goals, make the most of their time at the University, and access the support they need, when they need it.

### Specific Duties and Responsibilities of the post

### The role holder(s) will be supporting within a broadly defined team that is responsible for matters relating to the administration of programmes, academic support, and student record processing.

### You will provide professional advice and/or support, directly or indirectly, working within established procedures and clearly defined University policy. There is a need for liaison and the co-ordination of activities across several teams and the involves encountering changing priorities and differing situations.

### This will include:

### Maintaining data in the student information system, processing forms, updating records, inputting marks, making credit checks, recording module choices, recording assessment submission and allocations of Personal Supervisors, and producing reports as required.

### Support delivery of examination boards through the extraction of reports from the student information system and cross-checking of data sources.

### To use partner IT systems (where required) to update and monitor students’ status, attendance and progress, producing reports as required.

### To use the university’s document management system, the Virtual Learning Environment, and other relevant repositories.

### Supporting the monitoring of modules and programmes and other quality assurance processes required by the University.

### Dealing with student enquiries, including signposting to relevant academic staff and to central services where appropriate.

### Collating and analysing data to inform responses to university and external requests for information, including subject access requests and FOI requests.

### Helping to maintain electronic resource platforms, including SharePoint.

### Support university events such as Open Days, Welcome Week, Enrolment and Graduation as required.

### Undertaking any other activity as may reasonably be requested by your line manager.

**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 Be an active and supportive citizen of the University community working collaboratively with fellow colleagues across the University to support the delivery of strategically important activity.  Examples include supporting at open/applicant days, graduation or clearing activities.

***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.*

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| ***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.* ***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** |