

JOB DESCRIPTION

Vacancy reference:	SRF31049
Post Title:	Administrator
Grade:	Grade 4
School/Department:	Student Services, Student Wellbeing Services
Reports to:	Director of Student Wellbeing Services
Responsible for:	N/A

Purpose

In conjunction with existing staff, the postholder will undertake administrative tasks for the Wellbeing team. Based in the Carrington Building, the postholder will provide a welcoming and professional face for the Service.

Main duties and responsibilities

1. Working collaboratively sharing the responsibility with other administrators to provide a first point of contact for students who may be vulnerable or distressed.
2. Welcoming and registering new students; coordinating and prioritising the waiting lists; booking appointments and maintaining online calendars; arranging appointments and cancellations to ensure the effective running of the daily appointments system. Managing the email and answering the phone.
3. Assisting the production and updating of literature used within the department and updating of display areas and noticeboards.
4. Contributing to the maintenance of the Service's Website and Social Media.
5. Assisting with the maintenance of the at-risk register; maintaining records, data and running reports from the system; developing and maintaining a database to keep records of the Service's data.
6. Maintenance of student files and information.
7. To provide general administrative support for staff in the Wellbeing teams.
8. Sharing day-to-day tasks such as handling mail, emails and enquiries, telephone calls and student enquiries, typing correspondence, filing, photocopying and organising printing, booking rooms for meetings and training.
9. Day-to-day finance tasks such as ordering of goods, processing requisitions using the online system, keeping records of expenses for reports on expenditure and checking monthly accounts.
10. Undertaking the role of Health and Safety officer.
11. Liaising with staff from across the University; liaising with all departments to support appropriate data sharing and adherence to Data Protection policies.
12. To support the administrative team in event management and student engagement.

Supervision received

General guidance and information will be provided by the Director of Student Wellbeing Services, Office Manager and supported by the administrator organising tasks with the day-to-day activities.

Supervision given

N/A.

Contact

The job holder will be mainly liaising with staff within the Section, and with staff in the departments and services within the University.

Terms and conditions

The post is term-time only (Sept- June), 36 hours per week (0.75FTE) Monday to Friday. Full working timetable will be provided upon successful application. This document outlines the duties required for the time being of the post to indicate the level of responsibility. It is not a comprehensive or exhaustive list and the line manager may vary duties from time to time which do not change the general character of the job or the level of responsibility entailed.

Date assessed: 07.11.2019

PERSON SPECIFICATION

Job Title	School/Department
Administrator	Student Services, Student Wellbeing Services

Criteria	Essential	Desirable
Skills Required	<ul style="list-style-type: none"> • Excellent inter-personal skills • Good organisational skills • Able to work effectively in a team • Effective verbal and written communication skills • Ability to work under sustained pressure and deal with students exhibiting signs of distress • Excellent customer service skills • Excellent secretarial skills including attention to detail • Ability to plan and prioritise workload 	<ul style="list-style-type: none"> • Minute taking
Attainment	<ul style="list-style-type: none"> • GCSE's or above. Maths and English essential. 	<ul style="list-style-type: none"> • 'A' levels or Degree or equivalent
Knowledge	<ul style="list-style-type: none"> • Database use • Proficiency in the use of Microsoft Office including Word and Excel 	<ul style="list-style-type: none"> • Microsoft PowerPoint • Microsoft Publisher
Relevant Experience	<ul style="list-style-type: none"> • Experience of administrative responsibility in a busy department or service • Cross-cultural understanding and sensitivity • Experience in producing a variety of documents in print and electronically 	<ul style="list-style-type: none"> • Experience of working with vulnerable young adults • Awareness of disability • Awareness of mental health issues • Working with young adults in Higher Education

Disposition	<ul style="list-style-type: none"> • Discreet, sensitive, able to manage confidential information and maintain professional boundaries • Calm under pressure • Willingness to update skills and knowledge through training • Good team player • Proactive in sharing and implementing new ideas to develop more efficient systems • Positive attitude 	
Other	<ul style="list-style-type: none"> • Able to work 36 hours a week, term time only (Sept-June) • Able to attend and support open days 	

Completed by: Selina Patankar-Owens	Date: 07/11/2019
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