

## JOB DESCRIPTION

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<b>Job title:</b>	Administrator
<b>Grade:</b>	This post has been evaluated at Grade 3.
<b>Responsible to:</b>	Senior Administrator
<b>Date:</b>	June 2013

### **Job purpose**

To provide administration services to staff and students within the designated area of the University or other areas as requested.

### **Health and safety at Falmouth University**

The University takes health and safety matters very seriously. All staff have a responsibility to take reasonable care for the health and safety of themselves and others who may be affected by their actions and omissions. They also have a duty to comply with the University's arrangements for health and safety. Staff with responsibility for others must ensure the proper enactment of University policy within their areas in line with levels of responsibility set out in the University's Health and Safety Policy.

### **Main duties and responsibilities**

1. To provide a range of administrative services to staff and students within the designated area of the university or other areas as requested.
2. To assist with the development and maintenance of administrative and associated systems, both manual and computerised, ensuring an effective and efficient service is provided to staff and students. Liaise with others with regards to systems maintenance as necessary.
3. To be an initial point of contact for the School<sup>1</sup>, field enquiries and operate in an advisory capacity to staff and students, ensuring up-to-date knowledge of relevant university policies and procedures in order to be able to respond effectively.
4. To assist with administrative support which facilitates the effective recruitment and induction arrangements for staff and students, liaising with managers and other departments as necessary e.g. HR/IT/Registry.

5. To produce and edit letters, reports, emails, presentations, spreadsheets, subject documentation, business plans and marketing materials.
6. To act as secretary to meetings ensuring that they are appropriately supported, relevant documentation provided and follow up action is completed.
7. To be responsible for diary management, arranging meetings and student tutorials including room bookings, hospitality, accommodation etc.
8. To make arrangements for travel for staff at meetings and conferences both within the UK and overseas, including hotel bookings, travel, foreign currency etc., ensuring compliance with University policies.
9. To provide administrative support on confidential matters as requested.
10. To ensure that during any absences of management, matters of a routine and more critical nature are dealt with promptly and efficiently.
11. To work flexibly, providing cover, collaborative support and training to colleagues including other administration teams across the University to meet variations in demand.
12. To establish and maintain good working relationships and communication systems within the Department and across the university ensuring the delivery of an efficient support service.
13. To work alongside other colleagues within the department and the university in the provision of a range of marketing, communications and events activities e.g. official functions, visiting speakers, etc. Liaise with collaborative partners, accrediting bodies, research councils and other external stakeholders as required.
14. To assist with Step 2 student complaints.
15. To undertake financial administration procedures as delegated e.g. ordering, invoicing and payroll procedures.
16. To assist with the monitoring of budgets including the collation and presentation of financial information.
17. To assist with the effective communication, coordination and implementation of institutional processes at departmental level e.g. HR, Registry and Finance.
18. To assist with the arrangements for office accommodation moves and associated facilities liaising with other departments as necessary.
19. To assist with collation of information on a range of administrative activities.

20. To assist with the maintenance of quality communication systems for staff and students, including updating departmental level policies and procedures.
21. To provide administrative support to special projects within the designated area or other areas of the university as requested in accordance with the duties of the role.
22. To provide a customer-focused service to students, staff and other customers.

### **General duties and responsibilities**

1. To work within and actively support the equality and diversity policies and practices of Falmouth University.
2. To notify a more senior member of staff of any errors or concerns at the earliest opportunity.
3. To participate in the annual Performance Development Review process.
4. To ensure that the universities cross-cutting themes of partnership, equality and diversity and sustainability inform all activity related to the role.
5. To ensure communications systems and practices support effective management arrangements and promote good relations with staff and students.
6. To work within a framework of effective governance, ensuring compliance with relevant regulations, legislation, policies and procedures.
7. To be responsible for your own continuing self-development.
8. To undertake other duties not specifically stated above, which from time to time are necessary for the effective performance of the University's business without altering the nature or level of responsibility involved.

### **Health & safety requirements**

In relation to health and safety, you are responsible for ensuring that:

- You comply with safe systems of work in operation within your work area.
- You work co-operatively with other staff who have responsibility for health and safety requirements.
- You report any health and safety concerns to your manager or other responsible member of staff as soon as these are identified.
- You attend training as appropriate to your role (see the relevant health and safety training grid for requirements).

- You may be required to undertake duties as a first aider (for which a separate allowance is paid).

## PERSON SPECIFICATION

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**Job title:** Administrator

Attributes	Essential requirements	Desirable requirements
<p><b>Education and qualifications</b></p>	<p>NVQ Level 3 or equivalent in administration or equivalent work-based experience.</p>	
<p><b>Experience and knowledge</b></p>	<p>Experience of undertaking a wide range of administrative activities in a large organisation.</p> <p>Previous experience of using own initiative, taking a pro-active approach to the efficient execution of duties, responsibilities and deadlines.</p> <p>Experience of utilising Microsoft Office applications (e.g. Word, Outlook, PowerPoint, Excel) to an advanced level.</p> <p>Experience of organising complex events.</p> <p>Experience of undertaking secretarial duties, e.g. minute taking, organising meetings.</p> <p>Previous experience of working in a customer-focused environment including the provision of advice and guidance.</p> <p>Experience of working accurately to deadlines and with good attention to detail.</p> <p>Recent experience of financial systems and procedures.</p>	<p>Knowledge of a variety of software packages, e.g. virtual learning environment packages, design software, social media.</p> <p>Previous administrative experience working within FE or HE.</p> <p>Experience of providing administrative support as part of a team.</p>

<p><b>Skills and personal requirements</b></p>	<p>Excellent written communication skills.</p> <p>The ability to prioritise workload in a busy environment and to be able to work unsupervised and on own initiative as well as to work collaboratively as part of a team.</p> <p>Flexible approach to daily duties and responsibilities.</p> <p>Excellent organisational skills. Highly numerate.</p> <p>A positive, pro-active approach.</p> <p>Well-developed interpersonal skills, enabling effective communication with colleagues and external contacts with proven ability to convey information in a clear and accurate manner and a desire to resolve issues.</p> <p>Tact, diplomacy and confidentiality. A good understanding of data protection and safe record keeping. Effective analytical and problem solving skills.</p> <p>Ability to develop and maintain effective administrative systems, including computerised systems.</p> <p>Commitment to continuing professional development.</p> <p>Working outside normal office hours to assist with events, etc.</p>	
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