

JOB DESCRIPTION

Job title: Senior Administrator

Grade: 4

Responsible to: Director of School¹

Responsible for: Administrator

Date: September 2015

Job purpose

To work closely with the Director, Heads of Subject and wider School colleagues in ensuring and enabling the effective administration of the School.

To work closely with the Director in support of the delivery of the School's strategic objectives as appropriate. e.g. ensuring that School systems and processes act as enablers rather than prohibitors.

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 University 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

- a) Develop, manage and coordinate administration services provided to staff and students within designated area of the university or other areas as requested. Proactively identify and make recommendations for improvements to services and liaise with colleagues both internal and external to the School to implement improvements.
- b) Develop, maintain and manage administrative systems, both manual and computerised, ensuring an effective and efficient service is provided to staff and students. Liaise with others with regards to systems development and maintenance as necessary. Provide support and training to colleagues regarding the operation of new systems as required. As requested, to take a lead in providing project management support in accordance with the duties of the role, delivering within timescale and budget.

- c) To manage staff reporting to the Senior Administrators role within the framework of the University's HR Policies, Procedures and Practices, including recruitment, induction, training and performance management. To manage the engagement of student workers as required.
- d) To effectively manage relationships on behalf of the School with both internal and external contacts across a diverse range and for a varied range of reasons from the straightforward to the more complex.
- e) To support Directors in the co-ordination of Departmental Boards including drafting the agenda, ensuring that all relevant documentation is provided, minute taking and ensuring follow up actions are completed.
- f) To co-ordinate the process of SSLG's for the School, ensuring that any follow up actions that arise through discussions are completed.
- g) To support Directors, Heads of Subject and wider School colleagues in the effective organisation of external Study Visits, including the organisation of payments, travel arrangements, any VISA and insurance requirements.
- h) Provide administrative support to meetings as required ensuring that they are appropriately supported, that relevant all documentation is provided and follow up actions are completed. Act in an advisory capacity to the meeting regarding relevant University Policy and Procedure.
- i) To support Directors, Heads of Subject and wider School colleagues in the effective organisation of Visiting Lecturers and Life Models (where required), including making the appropriate contracting arrangements, the organisation of payments, travel arrangements, any VISA and insurance requirements and monitoring expenses.
- j) To support Directors, Heads of Subject and wider School colleagues in the effective coordination of External Examiners visits including the organisation of payments, travel arrangements, any VISA and insurance requirements.
- k) Provide administrative support to the Directors, Heads of Subject and wider School colleagues regarding organisational business processes e.g. financial planning.
- l) To be an active participant in School Senior Team Meetings, including providing advice and guidance regarding University Policies and Procedures and supporting in monitoring and ensuring School adherence to policies and procedures.
- m) Assist with the internal auditing for departmental information to ensure quality and completeness, for example course and module information, budget and general expenditure tracking, asset management and information that may be required.
- n) As requested take a lead in providing project management support on key activities and special projects within the designated area or other areas of the university in

accordance with the duties of the role e.g. Sharepoint implementation, proactive engagement with social media, office relocations, Away Days. When requested, to manage specific projects/events and deliver them within timescale and budget.

- o) Provide high level administrative support on confidential matters as requested. Initiating and writing correspondence across a range of different issues and levels and supporting the Director and Heads of Subject in compiling complex and sensitive documentation.
- p) Assist with the monitoring of budgets including the collation and presentation of financial information, managing monthly credit card spend and reconciling the statement for the Director. To be responsible for and undertake financial administration procedures as delegated, e.g. ordering, invoicing and payroll procedures. and to undertake decision making regarding purchasing up to a delegated amount and ensuring adherence with procurement policies and procedures. Where required, writing business cases for IT equipment in accordance with the IT procurement policy.
- q) Assist with research, analysis and collation of information providing reports to Senior Management as requested.
- r) Be an initial point of contact for the department, 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.
- s) Be responsible for administrative support which facilitates effective recruitment and induction arrangements for staff and students, liaising with managers and other departments as necessary e.g. HR/IT/Registry.
- t) Ensure that during any absences of management, matters of a routine and more critical nature are dealt with promptly and efficiently and referred on as necessary.
- u) As required, to support the Director in the management of their diary.
- v) To manage arrangements for travel for the Director and Heads of Subject to attend meetings and conferences both within the UK and overseas, including hotel bookings, travel, foreign currency etc. ensuring compliance with university policies.
- w) To manage the staff development process, ensuring that applications are completed correctly, advising staff on their related responsibilities regarding risk assessments, insurance logging etc , booking travel and accommodation as required. To capture, track and analyse allocation, providing reports to the Director as required.
- x) Work flexibly, providing cover, collaborative support and training to colleagues including other administration teams across the university to meet variations in demand.
- y) Engage with and develop professional expert networks within and external to the University to facilitate sharing of best practice, e.g. membership of AUA. Liaise and

assist with developing relationships with external organisations important to the School e.g. collaborative partners, accrediting bodies, research councils etc.

General duties and responsibilities

- a) To work within and actively support the equality and diversity policies and practices of Falmouth University.
- b) To notify a more senior member of staff of any errors or concerns at the earliest opportunity.
- c) To participate in the Annual Performance Development Review Process.
- d) To ensure that the universities cross-cutting themes of partnership, equality and diversity and sustainability inform all activity related to the role.
- e) To ensure communications systems and practices support effective management arrangements and promote good relations with staff and students.
- f) To work within a framework of effective governance, ensuring compliance with relevant Regulations, Legislation/Policies and Procedures.
- g) To be responsible for your own continuing self-development.
- h) Working within the Health and Safety at Work Act, the post holder has a legal duty to take reasonable care for Health and Safety both for themselves and others who may be affected by their actions. They are also required to undertake Health and Safety training commensurate with the level required by the post and to take part in risk assessment procedures and the implementation of agreed recommended work practices within the area.
- i) To undertake other duties not specifically stated above, which from time to time are necessary for the effective performance of the Universities business without altering the nature or level of responsibility involved.

Health & Safety Requirements

- a) 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).

- b) In relation to Health and Safety, you are responsible on direction and on behalf of the relevant Management Board Lead for supporting the discharge of their duty as a member of the senior management team:
- To monitor effective safety implementation,
 - To identify Health and Safety needs and requirements
 - For the care of all those affected by your acts or omissions
- c) You have a responsibility to ensure a safe and healthy environment for staff, students and other users of the areas of the University under your span of control, by ensuring that:
- Ensuring that Falmouth's safety policies and requirements are implemented and that resources are available to the staff under your control to ensure statutory compliance.
 - That risk assessments for are undertaken for relevant activities (e.g. fieldwork, performances, exhibitions etc.) undertaken by staff and students within your area, and that any resulting actions are taken and that safe working practices are followed.
 - Ensuring the statutory compliance of those whose work you oversee.
 - Undertaking risk assessments, consulting on these and ensuring that recommendations are carried out and that safe working practices followed.
 - Ensuring that Health and safety policies and practices are implemented for areas under your control.
 - Ensuring that correct and timely communication of safety issues, both to your superiors and the staff that work for you, is carried out as relevant to your areas of responsibility.
 - Ensuring that you work within a framework of effective governance, ensuring compliance with relevant regulations/legislation/policies and procedures.
 - Ensuring that staff within your area fulfill their responsibilities under the University's Health and Safety Policy, including any responsibilities as members of University Committees as appropriate.

PERSON SPECIFICATION

Job title: Senior Administrator

| Attributes | Essential requirements | Desirable requirements |
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| <p style="text-align: center;">Education and Qualifications</p> | <ul style="list-style-type: none"> • NVQ Level 4 or equivalent in administration or equivalent work-based experience. | <ul style="list-style-type: none"> • Educated to degree level. |
| <p style="text-align: center;">Experience and Knowledge</p> | <ul style="list-style-type: none"> • Experience of working with management at all levels, undertaking a wide range of administrative activities in a large organisation. • Experience of providing administrative support across departments and functions. • Previous experience of using own initiative, taking a pro-active approach to the efficient execution of duties, responsibilities and deadlines. • Sound knowledge of, or experience in, a HE environment. • Experience of utilising MS Office applications (e.g. Word, Outlook, PowerPoint, Excel) to an advanced level. • Experience of managing projects and organising complex events. • Experience of undertaking secretarial duties, e.g. minute taking, organising meetings. • Previous experience of working in a customer-focused environment including the provision of advice and guidance. • Experience of working accurately to deadlines and with good attention to detail. • Recent experience of financial systems and procedures. | <ul style="list-style-type: none"> • Enthusiasm for / interest in Computer Games. • Knowledge of a variety of software packages, e.g. virtual learning environment packages, design software, social media. • Previous administrative experience working within FE or HE. • Previous experience of managing and supervising staff. • Experience of providing administrative support as part of a team. |

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| <p style="text-align: center;">Skills and Personal Requirements</p> | <ul style="list-style-type: none"> • Excellent written communication skills. • The ability to prioritise workload in a busy environment and to be able to work unsupervised as well as to work collaboratively as part of a team. • Ability to adapt interpersonal and written communication style so it is appropriate to the situation and to employ tact and diplomacy as required. • Flexible approach to daily duties and responsibilities. • Excellent organisational skills. • Highly numerate. • A positive, pro-active approach. • 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. • Tact, diplomacy and confidentiality. • A good understanding of data protection and safe record keeping. • Effective analytical and problem solving skills. • Ability to develop and maintain effective administrative systems, including computerised systems. • Commitment to continuing professional development. • Working outside normal office hours to assist with events, etc. | |
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