

Job Description

Date Job Description Created: Updated 3rd June 2019

Job Title: School Administrator (Grade 3)	Job Holder: Vacant
Department: School of Health and Life Sciences	Location: Lanarkshire

Reporting To:

Education & Quality Officer. Certain allotted responsibilities will require the post-holder to support the Divisional Coordinators

Dimensions:

- There are no staff supervision or budget responsibilities attached to these posts.

Key Result Areas:

Core Responsibilities

- Provide a high quality administrative service to colleagues in the School, thereby assisting in ensuring a high quality student experience and creating a positive image of the School and the University.
- In accordance with business needs, assist the School in meeting UWS administrative requirements relating to student attendance and engagement. Including such tasks as checking students' status, preparing letters to students and updating spreadsheets as necessary. Support academic colleagues in monitoring student attendance by logging absence, tracking attendance and sending appropriate letters to maintain contact as required. This is to assist in maximising School targets associated with student numbers and student retention.
- Provide assistance with induction and enrolment activity including attendance at the School events when required.
- Provide administrative support to the Education & Quality Officer responsible for student induction and enrolment, including such tasks as supporting staff at enrolment sessions, attendance at induction events, collation and distribution of relevant paperwork so as to assist in maximising School targets relating to student numbers and student retention.
- Assist with the organisation of any School events, ensuring paperwork is available, rooms and car parking organised and catering booked as necessary. Be in attendance and promote a positive image of the University. Participate in cross University events such as award ceremonies, if requested e.g. Student Information Sessions, Showcase etc.
- Provide support for CRN administration.

- Provide support to ensure that the School meets all Home Office and UWS regulations relating to Non-EEA students.
- Committee servicing as allocated by the Education & Quality Officer
- Assist Divisional Coordinators in a post enrolment checking process to ensure accurate curricula data is attached to each student.
- Undertake any other relevant additional responsibilities/duties commensurate with the post. These duties are neither exclusive nor exhaustive, and subject to revision in line with the objectives of the School.
- Be responsive to emerging business priorities. At times this may require period of work off campus and beyond normal working hours.
- Responsible for recognising and referring queries under FOI Act to the designated School focal point in order to meet legislative requirements.
- Participate in any Health and Safety activities as allocated by the Education & Quality Officer or Operational Delivery Manager

Allotted responsibilities:

Divisional Board Support Administration

- Provide support for Divisional Coordinators for Divisional Board related activities
- Responsible for the preparation and co-ordination of examination papers and other related matters to meet University deadlines.
- Assist in the collation of data for Institutional Led Reviews, new programme validations and professional accreditations. This involves significant liaison with academic colleagues
- Assist in the maintenance of module descriptors and programme specifications.

Disability Support Administration

- Assist Division Coordinators at the beginning of each term by checking through Banner the modules that enabling support students are registered to take. Advising the lecturers who are teaching the modules about the student and sending them a copy of the Disability Support Requirements Form.
- Assist with class tests as required by booking rooms, organising invigilators or scribe/readers as necessary and advising the Disability Support students of these arrangements. Ensure that appropriate paperwork is completed for payment to be made to the invigilators and scribe/readers.

Events/Conference Administration

- Provide administrative support to academic colleagues in the organisation of external and internal events.
- Attendance at events/conferences as required, as a representative of the School to facilitate and ensure trouble-free running of such events, making independent decisions as required to ensure this.

Admissions Administration

- Provide administrative support when necessary
- Set up interviews for applicants where appropriate.
- Liaise with UWS departments such as Admissions to assist in achievement of School targets relating to student numbers.

Dissertation Administration (Postgraduate and Undergraduate)

- Receiving, logging and tracking dissertation proposals submitted by postgraduate and undergraduate students, to assist Module Co-ordinators.
- Maintain spreadsheet of student dissertation information such as contact time with supervisor, tracking and maintaining contact with students as and when appropriate.

Planning and Organising:

Allotted responsibilities will be allocated following consultation between the Education & Quality Officer, Divisional Coordinators, Project Coordinator and Placement Coordinator and will follow standard procedures set down by the School and other UWS departments.

The post holders will work as part of a flexible team. There may be occasions during the working day when it is necessary to be responsive to emerging priority tasks.

Constraints of the job are adhering to University guidelines and policies. It is essential that they have knowledge of the procedures set by departments such as Student Administration, Student Services and QuEST etc to allow them to advise academic staff and students accurately on a range of standard issues.

All responsibilities will work on an annual cycle, and require planning as such. This will include use of the annual performance review processes to facilitate rotation of allotted responsibilities to ensure service quality and career development.

The post holders will have a working knowledge of how the administrative systems within the School operate, and due to this can provide information to and assist academic staff and students in relation to systems and procedures.

Working Relationships:

Internal

The posts will involve regular contact with:

- Staff and students in the School
- Education & Quality Officer and School Coordinators and with the other professional support staff within the School to ensure the efficient operation of support services.
- There will also be contact with relevant central academic support departments for acquiring information and ensuring processes.

External

The posts will involve regular contact with:

- Members of the public
- Potential new students
- Companies in relation to events/conference administration
- External academic colleagues

Person Specification

Department: School of Health and Life Sciences	Job Title: School Administrator
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<p><u>Education/Qualifications/Training:</u></p> <p><u>Essential</u></p> <ul style="list-style-type: none"> ▪ HNC/SVQ or equivalent experience. <p><u>Desirable</u></p> <ul style="list-style-type: none"> ▪ Evidence of commitment to ongoing workplace training and development.
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<p><u>Experience:</u></p> <p><u>Essential</u></p> <ul style="list-style-type: none"> ▪ Experience of administrative work. <p><u>Desirable</u></p> <ul style="list-style-type: none"> ▪ Experience of administrative work within a further or higher education environment.
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<p><u>Skills/Knowledge/Understanding:</u></p> <p><u>Essential</u></p> <ul style="list-style-type: none"> ▪ Intermediate IT skills, particularly in Word and Excel, email and internet use. ▪ Excellent verbal and written communication skills are essential in order to pass on and receive accurate information to both staff and students. ▪ Good interpersonal skills, with strong customer focus. <p><u>Desirable</u></p> <ul style="list-style-type: none"> ▪ Working knowledge of Banner. ▪ Understanding of operational procedures for the delivery of an efficient administrative service. ▪ Working knowledge of Agresso ▪ Good time management and organisational skills.

<p><u>Personal Attributes:</u></p> <ul style="list-style-type: none"> ▪ Ability to work accurately and with attention to detail. ▪ Flexibility with the ability to work to deadlines. ▪ Ability to work in a busy output driven customer focused environment. ▪ Ability to deal with a wide range of people and communicate appropriately with a diverse range of service users
