

**THE POST**

**Department:**

**Post title: Administrator**

**Reporting To:**

**Job Description**

**Organisational context and reporting line**

College Operations includes a network of administrative teams embedded with Colleges, departments, institute and research groups delivering locally-based frontline administrative and business/project support to academic colleagues. These teams are highly integrated with academic leaders and are the Professional Services delivery arm within localities.

**Team**

This role is within the *xxx team* which is responsible for administrative and business support provision to academic leaders within *the Department of xxx.* The team provides a crucial frontline support service to support the delivery of the College’s strategic education, research and global ambitions and is integral to the success of the College. This post will report to the College Executive Officer and initially be assigned to a specific College area with subject to review, in line with business demands.

**Main purpose of the job:**

To provide essential frontline administrative support to academic leaders within *the Department of xxx* including high-quality administrative support to key departmental/local governance priorities. The role ensures the frontline delivery of professional services in a timely manner ensuring that business is delivered to deadlines. The role will be expected to be heavily involved in local themes of work including NSS, REF and KEF preparation including, but not limited to, action planning and tracking, reporting on outcomes and ensuring deadlines are met.

Contributing towards institution-wide projects, particularly the digital transformation programme, this post will be involved in the design, testing and roll-out phases of specific projects acting as locality ‘champion’ and encouraging/supporting the uptake of such roll-out amongst the academic community. Given the frontline business support nature of this role, the post holder will be expected to respond to, manage and follow up on a diverse range of queries from a variety of internal and external stakeholders in a customer/end-user orientated manner.

**Main duties and accountabilities**

1. Provide effective support to departmental student experience by maintaining and reporting on comprehensive action plans, chasing outcomes and providing excellent administrative support to those responsible for overall delivery.

2. Act as champion for implementation of institution-wide projects, particularly those relating to digital transformation. Effective involvement in design, testing and rollout phases to ensure positive academic involvement during rollouts and adoption of new systems and ways of working.

3. Identify issues and ways to address and improve processes/procedures in conjunction with our academic community; support the implementation of newly designed processes and procedures across localities.

4. Support and facilitate departmental communications; compiling and circulating relevant communications, including newsletters; proactive information gathering; planning schedule of communications; update of local intranet and websites

5. Act as coordinator for departmental processes such as Postgraduate Teaching Assistant administrator ensuring that appropriate administrative process is followed for all PTAs and advising accordingly.

6. Work with Executive Officers to monitor, support and action key activities associated with local compliance for example; mandatory training, information governance, Prevent, local business continuity plans and risk registers

7. Provide Heads of Department and other academic leaders with effective administrative support to enable the delivery of strategic departmental priorities.

8. Provide high-quality administrative support to governance groups including departmental education, research and global strategy groups etc. This includes effective agenda planning, note-taking, action tracking and reporting on outcomes.

9. Deal with a diverse range of queries from a variety of internal and external stakeholders and responding appropriately, particularly by taking ownership of issues and working closely with Business Partners across different services to ensure resolutions in a timely manner.

10. Organisation of departmental/locality events in conjunction with Head of Department/academic leaders and liaising with other relevant professional services, for example research seminar series and workshop.

11. Use systems and software effectively and efficiently adhering to relevant compliance. Process and input data, and maintain accurate records relevant to the role. Gather information, extract and analyse reports in standard formats as required, ensuring timely delivery.

Elected student representatives

This job description summarises the main duties and accountabilities of the post and is not comprehensive:

the post-holder may be required to undertake other duties of similar level and responsibility.

**Person Specification**

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| **Competency** | **Essential** | **Desirable** |
| Attainments / Qualifications | Educated to A level (or equivalent) standard, or able to  demonstrate relevant experience within a workplace  setting |  |
| Skills and  Understanding | * Ability to take effective minutes/action notes and plan agendas for a variety of committees, ensuring that actions are followed up and closed out. * Ability to communicate effectively with a range of internal and external stakeholders and via a range of mechanisms. * Good IT skills especially in Outlook, Word and Excel. * Ability to undertake duties in a confidential and   sensitive manner using tact and diplomacy where necessary   * Ability to contribute to information governance   compliance within specified areas by monitoring  information-sharing practices   * Ability to undertake proactive diary management   activities on behalf of senior staff members including  appropriate prioritisation and arrangement of necessary logistical support   * Ability to undertake web updating to ensure specified intranet sites are kept up-to-date with relevant information * Able to engage in the design and testing phases of new systems, providing constructive   feedback. | * Ability to extract relevant information from various data sources and to synthesise findings into coherent format * Ability to monitor budgets within specified areas   and provide information, as requested, to budget holders |
| Prior  Experience | * Recent experience of providing high-quality executive support to senior leaders or management groups * Experience of working within a large and complex organisation * Experience of working as part of a team and motivating others to deliver shared goals * Experience of organising events | * Experience of working as part of a large team with   multiple reporting lines   * Experience of working within a HE environment and an understanding of the issues affecting HE * Experience of involvement in project   support   * Experience of using T1, ELE, Trent |

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| Behavioral  Characteristics | * Ability and willingness to identify and respond to issues in a proactive manner. Resolve as appropriate, signpost, escalate accordingly and follow up to ensure timely resolution. * Ability to manage conflicting priorities within own workload and manage time appropriately in order to meet required deadlines * Ability to act on own initiative and confidence in working independently with limited supervision in a frontline environment * Clear focus on customer/end-user service and the ability to support and understand the needs of a wide range of internal and external customers * Approachable attitude with a desire to form professional relationships with a wide range of people * Adaptable to changing circumstances, contributing to change processes in a positive manner |  |
| Circumstances | * Willingness to be flexible and adaptable to changing demands when occasional and reasonable requests are made * Expectation of participation in core institutional activities such as exam invigilation, graduation support etc. |  |

**Terms & Conditions**

Our Terms and Conditions of Employment can be viewed [here.](http://www.exeter.ac.uk/staff/employment/conditions/terms/)

**Further Information**

Please see our website for further information on working at the University of Exeter.