

Post Details	Last Updated: 24/06/2022		
Faculty/Administrative/Service Department	Faculty of Arts and Social Sciences (FASS)		
Job Title	School/Department Administrative Officer		
Job Family	Professional Services	Job Level	3
Responsible to	Head of School/Department and Executive Assistant (Faculty)		
Responsible for (Staff)	X1 School/Department Administrator (where applicable)		
<u>Job Purpose Statement</u>			
<p>To assist the Head(s) of School/Department in all matters relating to the administration of the School or Department, working independently, exercising judgement and initiative, and ensuring that issues/queries are dealt with effectively in the absence of key staff. To provide high level support to the Head of School/Department (hereafter referred to as School) and the senior team within the area on issues potentially including finance, workload planning and project and event management.</p> <p>To oversee and manage the School Administrator (where applicable) to ensure the administrative requirements of the area are fulfilled and maintained in accordance with Faculty and University policies and procedures.</p> <p>The post holder will provide effective and robust support to the Head of School and Senior School staff and will be expected to provide regular support whilst working within a wider Professional Service and Academic team.</p> <p>The role encompasses a range of responsibilities such as handling sensitive and confidential information, budget reconciliation, maintaining standard operating procedures, while operating best practice and offering a flexible approach to working processes at all times.</p>			
<u>Key Responsibilities</u>			
This document is not designed to be a list of all tasks undertaken but an outline record of the main responsibilities			
<ol style="list-style-type: none"> 1. Provide high-quality administrative support for the Head of School and senior school staff including (but not limited to) workload planning, strategic planning, budget reconciliation, space planning, producing, editing and/or proofing of documentation (i.e. reports, spreadsheets, newsletters etc.) and support for Centres. 2. Provide line management to the School Administrator (where applicable) to help to maintain, develop and supervise the activities and personal performance of the School Administrator, offering support and guidance where appropriate to ensure the smooth running of the School. 3. Take ownership and act as lead with School events and conference planning, arranging dates, venues, catering, and travel as well as liaising with external and internal attendees etc. This will include supporting the organisation of any PR related activities for the School around events, international meetings, conferences and guest speakers, such as webpages, promotional material and social media. This may be conducted in conjunction with the Events and Marketing Teams or independently. 4. Manage or support specific School-related projects or activities as required by the Head and/or Executive Assistant and support the Head in delivering key University requirements such as planning documentation and Open and Applicant Days. 5. Work alongside the School Administrator in supporting the delivery of key administrative duties including PA-style support for the Head, meeting organisation and support, finance processing, annual appraisal round, processing probation and visiting staff documentation etc. 			

6. Work closely with the team of School and Departmental administrators across the Faculty, sharing expertise and providing cover as necessary.
7. Work with other key departments in the University, including Marketing, Recruitment and Admissions, HR Services, Finance, Governance, Legal and Strategic Planning and Performance and learn, develop and maintain a good knowledge of all University policies and procedures.

N.B. The above list is not exhaustive.

All staff are expected to:

- Positively support equality of opportunity and equity of treatment to colleagues and students in accordance with the University of Surrey Equal Opportunities Policy.
- Work to achieve the aims of our Environmental Policy and promote awareness to colleagues and students.
- Follow University policies and working practices in ensuring that no breaches of information security result from their actions.
- Ensure they are aware of and abide by all relevant University Regulations and Policies relevant to the role.
- Undertake such other duties within the scope of the post as may be requested by your Manager.
- Work supportively with colleagues, operating in a collegiate manner at all times.

Help maintain a safe working environment by:

- Attending training in Health and Safety requirements as necessary, both on appointment and as changes in duties and techniques demand.
- Following local codes of safe working practices and the University of Surrey Health and Safety Policy.

Elements of the Role

This section outlines some of the key elements of the role, which allow this role to be evaluated within the University's structure. It provides an overview of what is expected from the post holder in the day-to-day operation of the role.

Planning and Organising

The post holder will need to be able to manage or support complex ad hoc projects as required by the Head of School and support the Head of School with the administrative process of delivering key University projects such as curriculum design. The postholder will take the lead in organising School events such as visiting speakers or academic conferences, liaising closely with academic colleagues.

Requests for assistance and information will arise from a variety of stakeholders, including but not limited to, the Head of School, staff, visitors, broader University staff and students. The post holder will be expected to review, prioritise and respond to these requests professionally, using their experience, judgement and knowledge of prioritising and importance.

Problem Solving and Decision Making

The post holder is expected to provide advice and solutions for any routine day to day problems, using previous experience combined with adhering to School and University policies, processes and procedures.

The post holder will be expected to have a sound knowledge of appropriate policies and procedures relating to their role, making reference to them to resolve problems and issues as they arise. The post holder will be privy to sensitive and confidential information and is expected to exercise their discretion in respect of the confidentiality and sensitivity of the information handled by the Head of School.

When managing more complex problems, the post holder will be expected to review and analyse the problem, putting forward a solution to the Head of School as required.

Continuous Improvement

The post holder will be encouraged to pro-actively make suggestions to improvements in working methods to ensure the administrative support across the School is being delivered effectively and efficiently and in line with University policies and standards.

Accountability

The post holder will be formally accountable to the Executive Assistant and under the direction of the Head of School. They will need to work with a considerable degree of autonomy, initiative and minimum day to day supervision from their line manager. They will need to possess excellent planning and organisational skills in order to effectively manage their individual workload and to take a flexible approach to provide cover for School and cross-Faculty activities as and when required.

Dimensions of the role

The post holder will provide effective and robust support to the Head of School and Senior School staff and will be expected to provide regular support whilst working within a wider Professional Service and Academic team. The post holder will act as a main point of contact for the School and will be able to continually demonstrate a professional approach and excellent customer service skills.

The role encompasses a range of responsibilities such as handling sensitive and confidential information, budget reconciliation, maintaining standard operating procedures, while operating best practice and offering a flexible approach to working processes at all times.

The post holder will take a flexible approach to provide cover for School and cross-Faculty activities as and when required. They will work closely with the School Administrator, School staff and more broadly across the Faculty. In addition, they will regularly liaise with other areas across the University in order to exchange information, organise meetings or make arrangements for visitors. Externally the post holder will liaise with representatives from other Higher Education Institutions and visitors to the School.

The postholder will need to provide a supportive approach to line managing the School Administrator (where applicable), supervising their workload as well as providing advice and guidance, focusing on a solutions driven approach to any problems.

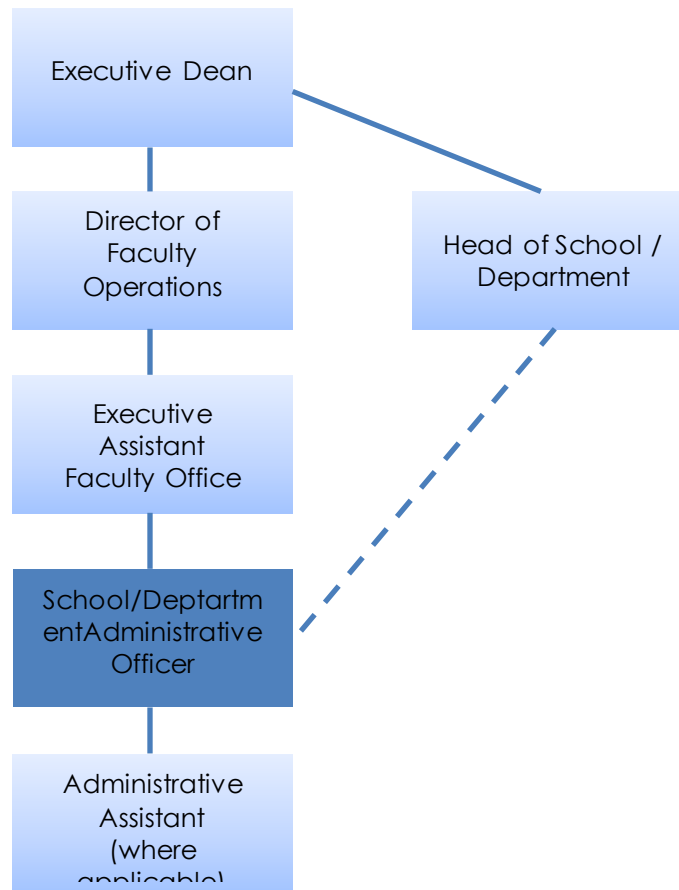
Person Specification

This section describes the sum total of knowledge, experience and competence required by the post holder necessary for standard acceptable performance in carrying out this role.

Qualifications and Professional Memberships	Essential/ Desirable	
HNC, A level, NVQ 3 or equivalent standard in the relevant specialist area, plus a number of years relevant work experience. Or: Broad practical work experience in a relevant role	E	
Technical Competencies (Experience and Knowledge)	Essential/ Desirable	Level 1-3
This section contains the level of competency required to carry out the role (please refer to the Competency Framework for clarification where needed and the Job Matching Guidance).		
Effective organisational and planning skills	E	3
Experience of diary management (Outlook), including managing multiple diaries	E	3
Excellent Microsoft 365 skills (Teams, SharePoint, Word, Excel, Outlook, PowerPoint) and ability/willingness to learn bespoke software systems	E	2
Experience of working independently without supervision whilst recognising the need to keep others informed and to work as part of a team	E	2
Experience of minute taking, working to tight deadlines and managing upwards	D	n/a

Experience of line management	D	n/a
Experience of the Higher Education Sector	D	n/a
Special Requirements:		Essential/ Desirable
Willingness to undertake necessary training		E
Willingness to provide assistance to or to cover for other members of the School and Faculty administrative team as required, including working flexibly to achieve key objectives.		E
Core Competencies This section contains the level of competency required to carry out this role.		Level 1-3
Communication		2
Adaptability / Flexibility		2
Customer / Client service and support		3
Planning and Organising		2
Continuous Improvement		2
Problem Solving and Decision Making Skills		2
Managing and Developing Performance		2
Creative and Analytical Thinking		2
Influencing, Persuasion and Negotiation Skills		1
Strategic Thinking and Leadership		n/a
<p>This Job Purpose reflects the core activities of the post. As the School/Faculty and the post holder develop, there will inevitably be some changes to the duties for which the post is responsible, and possibly to the emphasis of the post itself. The University expects that the post holder will recognise this and will adopt a flexible approach to work. This could include undertaking relevant training where necessary.</p> <p>Should significant changes to the Job Purpose become necessary, the post holder will be consulted and the changes reflected in a revised Job Purpose.</p>		
Organisational Information and Key Relationships		
<p><u>Background Information</u></p> <p>The Faculty of Arts and Social Sciences provides internationally recognised undergraduate and postgraduate degrees. Each year the Faculty welcomes more than seven thousand bright and dedicated students onto its degree programmes. It is proud of the exceptional student experience and quality teaching as demonstrated in its ongoing success in national league tables.</p> <p>The Faculty is made up of nine Schools and Departments: The Guildford School of Acting, Economics, Literature and Languages, Hospitality and Tourism Management, Law, Politics, Sociology, Music and Media and the Surrey Business School.</p> <p>The Faculty is also home to the University's overseas campus in China, the Surrey International Institute, where it offers dual degree programmes with the Dongbei University of Finance and Economics.</p>		

Structure Chart



Relationships

Internal

- Head of School
- Faculty Executive Assistant and Executive Office
- Faculty School Administrator
- Director of Faculty Operations
- Faculty Operations Officer
- Academics
- Students
- Central services (HR, Finance, Facilities, Strategic Planning etc.)
- Student Services / Recruitment and Admissions

External

- Visiting staff and students
- Partner organisations/institutions/stakeholders
- Suppliers/service providers

N.B. The above list is not exhaustive.