

Post Details	Last Updated: 05/09/2022		
Faculty/Administrative/Service Department	Faculty of Health and Medical Sciences		
Job Title	Faculty Project Administrator		
Job Family	Professional Services	Job Level	3
Responsible to	Head of Faculty Services and Projects		
Responsible for (Staff)	N/A		
<u>Job Purpose Statement</u>			
<p>To provide administrative and operational support to key activities and projects within the Faculty of Health and Medical Sciences. You'll provide a professional and efficient service supporting projects and administrative tasks that responds to the demands of the faculty and to ensure requirements are fulfilled and maintained in accordance with the Faculty's and University policies and procedures.</p>			
<u>Key Responsibilities</u>			
<ol style="list-style-type: none"> 1. Provide admin support, including but not limited to responding to general enquiries, meeting organisation, minute taking, diary management. Raising/reviewing purchase requisitions, placing orders, goods-receipting and payment of invoices through Agresso. Maintaining shared inboxes and Preparation of documents (formatting, photocopying, and distributing) etc 2. Act as a main point of contact for all faculty operations and project queries/requests and assist as appropriate. Addressing requests in a timely and effective manner and actioning as needed. Ensuring all matters are filed appropriately by maintaining an organised filing system (electronically and in hard copy format where required). 3. Support faculty projects within administrative tasks such as producing, updating and sharing (as appropriate) project documentation such as the project plan, risk register and minutes of all project meetings, to ensure that all deliverables are successfully coordinated and produced. Ensure version control is well managed. 4. Oversee the procurement process for all purchasing, raise/review purchase order requisitions, placing orders with suppliers in line with the University policy, receiving goods, and goods-receipting purchase orders as appropriate. 5. Support Business Operations Manager with faculty operational projects and ad hoc tasks ensuring that deadlines are met and that all stakeholders are kept fully and effectively informed. Liaise with supporting University departments and externals as needed. 6. Assist colleagues in the wider team with faculty events planning by arranging for porters, the delivery and storage of furniture and equipment and updating card access arrangements. 7. Provide absence cover for team members as and when required under the direction of the Head of Faculty Services & Projects and Business Operations Manager. 8. Learn, develop and maintain a good knowledge of all University policies and procedures as well as organisational and key committee structures within the School and across the Faculty. <p>N.B. The above list is not exhaustive.</p>			

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/departmental 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

Planning and Organising

- The post holder will work with some independence, initiative, and minimum day to day supervision from their line manager in order to arrange their workload within a set of established standard operating procedures.
- They will demonstrate initiative in organising their work towards key deadlines set by the Business Operations Manager and other staff across the faculty.
- The post holder will act as the first point of contact for the faculty operational matters and will be expected to provide a high quality of customer service and will be able to continually demonstrate this.
- You will receive work requests from a range of stakeholders and will be expected to prioritise and respond to request in an efficient manner.

Problem Solving and Decision Making

- The post holder will be expected to provide support to solutions for day-to-day problems as and when required by their line manager using standard operating practices and best practice guidelines.
- You may occasionally experience more unusual queries or issues, where there is no formal guidance or trouble shooting. In these cases, or situations where solution is not straight forward you will refer the matter to your Line Manager as appropriate for guidance/resolution.

Continuous Improvement

- The post holder is encouraged to make suggestions to improvements in working methods, implementing them under the guidance of their Line Manager in order to ensure the smooth running of the service they provide.

Accountability

- The post holder is expected to proactively develop a professional manner and to maintain a calm and professional working environment.
- The post holder is expected to create an excellent first impression for visitors and to provide a strong customer-oriented service.
- You will be privy to sensitive and confidential information and as such is expected to maintain high levels of confidentiality.

Dimensions of the role

The post holder will work within the Faculty of Health and Medical Sciences and work across campuses to coordinate and deliver faculty activities.

The role encompasses a range of responsibilities for example handling sensitive and confidential information, maintaining standard operating procedures and updating when necessary along with operating best practice and offering a flexible approach to your working style at all times.

The post holder will take a flexible approach to deliver the faculty's operational and project activities. They will work closely with the Business Operations Manager, Faculty Operations Officers, School PAs and other faculty staff.

In addition, they will regularly liaise with other departments across the University including Marketing, FRIO, EFCS, Finance, Catering Services, Accommodation, Security and Parking Offices in order to exchange information for coordinating projects and faculty operational activities. Externally the post holder will liaise with representatives from, suppliers, other Higher Education Institutions and visitors to the Department/School/Faculty.

Person Specification

Qualifications and Professional Memberships		
HNC, A level, NVQ 3 or equivalent standard in the relevant specialist area, plus some relevant work experience. Or: Broad practical work experience in a relevant role		E
Technical Competencies (Experience and Knowledge) 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).	Essential/ Desirable	Level 1-3
Effective organisational and planning skills	E	2
Excellent Microsoft Office 365 Skills (SharePoint, Teams, Word, Excel, Outlook, PowerPoint) and ability/willingness to learn bespoke software systems	E	3
Experience of working to tight deadlines and managing upwards	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	1
Experience/understanding of working with budgets	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 Faculty operations team as required, including working flexibly to achieve key objectives.		E
Core Competencies		Level 1-3
Communication		2
Adaptability / Flexibility		2
Customer/Client service and support		3
Planning and Organising		3
Continuous Improvement		2
Problem Solving and Decision-Making Skills		1
Managing and Developing Performance		n/a
Creative and Analytical Thinking		n/a
Influencing, Persuasion and Negotiation Skills		n/a
Strategic Thinking & Leadership		n/a
<p>This Job Purpose reflects the core activities of the post. As the Department/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/Departmental Information & Key Relationships		

Background Information

The Faculty of Health and Medical Sciences comprises four schools, School of Biosciences & Medicine, School of Health Sciences, School of Veterinary Medicine and School of Psychology, all working together as part of a 'One Health' vision, to provide interdisciplinary research, innovation and teaching in human and animal health.

The Faculty is the second largest in the University, with 2000 full-time and nearly 2000 part-time students.

Within the faculty, our food, nutrition and dietetics programmes are number one in The Times/Sunday Times Good University Guide 2018 and second in The Complete University Guide 2019. Our nursing programmes ranked sixth in the UK by The Times/Sunday Times Good University Guide 2018 and top-five in the Complete University Guide 2019. Our biosciences programmes ranked top-ten in the Guardian University Guide 2019 and our sports sciences programmes ranked top-ten in The Times/Sunday Times Good University Guide 2018.

As well as expertise in learning and teaching in biosciences and health sciences, our faculty is also widely recognised for world-class research. In the latest UK research excellence framework (REF 2014) we were rated one of the top eight UK institutions for biosciences, health sciences, psychology and veterinary research. Our research has led to improved understanding and treatment of diabetes, cancer, addiction, cardiovascular and infectious diseases. In addition, we have world-leading research in sleep and chronobiology and systems biology.

Department Structure Chart

Relationships

Internal

- Heads of School
- Faculty Executive Assistant and Executive Office
- Faculty PA's, School Administrators and Receptionists
- Director of Faculty Operations
- Head of Faculty Services & Projects
- Faculty Business Operations Manager
- Technical Services Managers
- Faculty HR Team
- Academic Staff
- Technical Server Teams
- Central services (HR, Finance, Facilities, Internal Catering, Parking etc.)
- Student Services / Recruitment & Admissions
- Students

External

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