Post Details	Last Updated:	6/March /2023	
Faculty/Administrative/Service Department	FEPS, MES		
Job Title	School Administration Assistant		
Job Family	Professional Services	**Job Level**	2b
Responsible to	School Administration Manager		
Responsible for (Staff)	n/a		

Job Purpose Statement *This should be an accurate, concise, un-detailed statement (short paragraph) of what the post is and why the post exists in terms of its contribution or result e.g. improved student/staff experience, increasing University funds etc.*

To contribute to the effective and efficient operation of the School, though the provision of administrative support to the various groups/clusters/societies & Centres in the School. Working alongside the School Senior Administrator, the post holder will deal with everyday administrative support for staff and students in all School areas.

The post sits within a wider administrative team providing support to the School of Mechanical Engineering Sciences and delivers support to all staff and students in the School as directed by the School Administration Manager.

Key Responsibilities This document is not designed to be a list of all tasks undertaken but an outline record of the main responsibilities (5 to 8 maximum)

1. To work closely with the School Senior Administrator and to take instruction on work allocation and tasks on a daily basis.

2. To support various administrative tasks in the School including but not limited to: managing meeting room bookings, organising and supporting meetings, minute taking (including supporting the Health & Safety Forum and Teaching & Learning Forum), updating staff profiles on the internet and dealing with general enquiries.

3. To deal with external enquiries to the Clusters/Centres and wider School and provide support such as, travel, visiting placements etc..

4. To keep up-to-date records relating to to expenses and charges to different School cost codes.

5. To maintain office stationery stock and oversee its distribution ensuring that photocopiers and printers are stocked adequately and on a daily basis. To ensure consumable stocks are maintained and that areas are kept tidy and in a hygienic manner.

6. To assist with the arrangements and hospitality for functions/events/meetings relating to any area of the School to include catering, parking permits, hotel bookings, preparation of formal documents etc. and ensure that meeting rooms within the School are maintained, tidy and fully equipped as required. To maintain and update the electronic booking system for meeting rooms.

7. Provide administrative assistance for undergraduate and postgraduate (taught and research) students, monitoring monthly attendance and keep up-to-date records online where necessary. Arrange PhD / EngD /MPhil Viva and Confirmation Viva examinations when necessary. Provide support and guidance to new and existing students on university processes and procedures where required.

8. To provide assistance to the School Manager and Head of School in the administration of delegated tasks related to the Universities financial system (Agresso) and other associated duties, including ordering goods and services for the Centres/Clusters.

9. To provide administrative support with any marketing/PR related issues (incl. webpages, publicity material etc.) as required.

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/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

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 *Where does the work come from? What planning is required, how complex is the planning and over what timescale e.g. days/weeks/months/annually/longer?*

The post holder is expected to provide day-to-day administrative support and guidance to all staff and students in the School. The post holder is expected to demonstrate initiative in the arrangement of their immediate work priorities, including successfully managing any conflicting demands, possessing an awareness of the options available and being able to make effective and appropriate decisions to meet agreed deadlines.

Problem Solving and Decision Making *What types of problems or challenges are faced by the post holder and how are they solved? What kind of guidance is in place to support the problem-solving process e.g., policies/procedures/protocols/legislation. You should detail the nature of the post holder's role in solving these problems, indicating whether the post holder thinks independently or in collaboration with others and how much freedom there is to provide solutions/make these decisions. You should also state what the impact of wrong decisions/judgement is and what happens in cases where the post holder is unable to find a resolution.*

On a day-to-day basis the post holder will be expected to decide on the best course of action for queries and issues, influenced by prior exposure and through reference to well-defined procedures.
There may be occasions where more unusual queries or issues arise, where no formal guidance exists to resolve. In these instances, the post holder is required to interpret past precedent and apply their judgement to determine an appropriate course of action, and where an unusual or one-off issue is encountered refer to their Line Manager for guidance/resolution.

Continuous Improvement *You should state whether the post holder is responsible for making any improvements within their area of responsibility, what level of improvement they may be required to make and what freedom they have to make those changes independently.*

The post holder is expected to take a pro-active approach to their work and is encouraged to make suggestions or improvements to working methods, implementing them under the guidance of the School Senior Administrator and/or School Administration Manager or Head of School.

Accountability

What level of control has the post holder got for the achievement of their end results? How frequently does the post holder require supervision? What freedom do they possess to act with or without reference to guidance/procedures and/or supervision? Detail the discretion given to the post holder to direct resources, their answerability for the consequences of decisions and actions taken by themselves/their team and the impact. Detail the nature of the impact which the role exerts on end results and the area of the institution on which the role has impact.

The post holder will be expected to work as part of the School administrative team to ensure the effective distribution and delivery of administrative support during busier periods in the academic year.
The post holder will be expected to manage the delivery of their work on a day-to-day basis with minimum supervision to ensure deadlines are met, based on their understanding and reference to procedures.

Dimensions of the role *Dimensions describe the statistics relevant to the job. Where relevant, you should cover the operational, financial, or staffing aspects of the role. Relevant factual, quantitative information that describes the scope of the role, e.g., number of staff directly/indirectly reporting to them, financial aspects (budgets, contract, cash handling etc. and approximate figures), approximate number and type of student/customers the job affects directly/indirectly should be given.*

The role supports all staff & students in the School. There will be times when the post holder will be expected to support the School Senior Administrator in the delivery of wider School activities, as well as provide support/ cover in the absence of team colleagues.

Supplementary Information *You may wish to include some information here that has not been captured in the other sections of the form, but still has a significant impact on the size of the job. This may include details such as for example the importance in some roles to influence, develop and change the motivation and behaviour of people.*

The School was in recent timelines, previously a Department. The changeover to a School has had implications on all levels of Administration in the School where a new Administration team and arrangements are recently in place. The Post Holder is a pivotal part of the new arrangements where the core concept of working is as a team where responsibilities over arch all areas of the School.

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

Qualifications and Professional Memberships		
Relevant work experience with numeracy & literacy		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**
Experience of the Higher Education Sector	D	2
Proficiency with MS Office including Teams, Outlook.	E	2
IT capability to become proficient in University systems and databases	E	2

Special Requirements:	**Essential/ Desirable**
N/A	N/A

Core Competencies This section contains the level of competency required to carry out this role. (Please refer to the competency framework for clarification where needed). n/a (not applicable) should be placed, where the competency is not a requirement of the grade.	**Level 1-3**
Communication	2
Adaptability / Flexibility	2
Customer/Client service and support	2
Planning and Organising	2
Continuous Improvement	1
Problem Solving and Decision-Making Skills	1
Managing and Developing Performance	N/A
Creative and Analytical Thinking	1
Influencing, Persuasion and Negotiation Skills	1
Strategic Thinking & Leadership	N/A

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.

Should significant changes to the Job Purpose become necessary, the post holder will be consulted and the changes reflected in a revised Job Purpose.
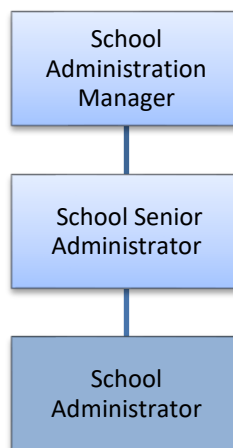
Organisational/Departmental Information & Key Relationships

Background Information *You should include a short statement on the background of the Faculty and/or the department in which the post holder will be operating. You may also wish to include any other useful information to an applicant e.g., why the project exists, what the strategy of the department is etc.*

The School of Mechanical Engineering Sciences (MES) has a range of academic, research, technician, and support staff, who collectively support a range of teaching and research activities. Undergraduate degree programs in Aerospace Engineering, Mechanical Engineering and Biomedical Engineering are delivered to a total of about 700 undergraduates.

The Faculty of Engineering and Physical Sciences is built on the core of engineering disciplines of Aeronautical Engineering, Civil Engineering, Chemical Engineering, Electronic Engineering and Mechanical Engineering, together with the core scientific disciplines of Computing, Chemistry, Mathematics and Physics. Within these fields we enjoy a reputation for excellence in research and teaching.

Department Structure Chart *Please highlight the post holder's role by right clicking and selecting format shape, selecting solid fill and 2nd shade of blue in list. Boxes can be added/removed by right-clicking and selecting add shape or cut. Font should be Frutiger LT Std 45 Light (max font size 10).*

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┌──────────────────┐
│     School       │
│  Administration  │
│     Manager      │
└──────────────────┘
         │
┌──────────────────┐
│   School Senior  │
│   Administrator  │
└──────────────────┘
         │
┌──────────────────┐
│     School       │
│   Administrator  │
└──────────────────┘
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Relationships *This is not an exhaustive list of every relationship the post holder has but is a brief description of those that play an important part in the post holder successfully carrying out the role. It should identify the significant internal and external relationships and contacts that the post holder has in their job and describe the overall purpose and nature of those relationships (i.e. exchanging information, negotiating, networking, etc.)*

Internal

- Head of School, School Administration Manager, Other School Administrators

External

- Collaborators, Partners, VIPs, Affiliated Institutions e.g., IMechE, IOM