

<b>Post Details</b>			
<b>Faculty/Administrative/Service Department</b>	FHMS		
<b>Job Title</b>	Veterinary Pathology Administrator		
<b>Job Family</b>	Professional Services	<b>Job Level</b>	2b
<b>Responsible to</b>	Pathology and Building Facilities Manager		
<b>Responsible for (Staff)</b>	N/A		
<b><u>Job Purpose Statement</u></b>			
<p>To provide administrative support to key activities within the faculty. You'll provide a professional and efficient service 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>			
<b><u>Key Responsibilities</u></b> 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)			
<ol style="list-style-type: none"> <li>1. Provide efficient administrative support to the Veterinary Pathology Centre (VPC) including but not limited to submissions for examination services, managing shared inboxes, creation of monthly report and meeting organisation.</li> <li>2. Fulfil general administration duties such as supporting purchase and invoicing through the university finance system. Maintain stationary stocks, consumables for VPC, acceptance of deliveries and visitor arrangements.</li> <li>3. Maintain an organised filing system for VPC and external contracts such as APHA, ensuring accurate, detailed and effective filing of all documentation.</li> <li>4. Act as a main point of contact within the Veterinary Pathology Centre for clients, staff, students and the wider staff community across the university as well as external stakeholders.</li> <li>5. Service the logging and receipt of post-mortem examination requests, ensuring a timely and professional service is provided to external customers. Ensuring that; all cases are appropriately recorded on the specialist system; internal staff are appropriately briefed; pickup and delivery protocols are met; and that the reporting and escalating of emerging issues or risks takes place.</li> <li>6. Represent the Faculty and School of Veterinary Medicine in a professional manner, dealing with enquiries, liaising with internal and external customers and representatives from APHA as well as supporting guests and visitors when required.</li> <li>7. Assist the delivery of key operational activities including the production and distribution of quarterly service newsletters, case reports, and additional ad-hoc projects as required.</li> <li>8. Service key meetings, preparing agendas, invitations, preparing &amp; distributing papers, producing clear, timely, concise and accurate minutes and following-up on action items.</li> <li>9. Learn, develop and maintain a good knowledge of all University policies and procedures as well as relevant APHA protocols.</li> </ol>			
<b>N.B. The above list is not exhaustive.</b>			

**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**

- The post holder will need to have excellent planning and organisational skills in order to effectively manage their individual workload.
- They will be expected to demonstrate initiative in organising their work towards key deadlines set by the line manager. The post holder will take a flexible approach to ensuring front of house services function during all key times.
- The post holder will act as the first point of contact for external customers and stakeholders and will be able to demonstrate excellent customer service skills.
- Requests for work and information will arise from a variety of stakeholders, including but not limited to, the Faculty Operations Manager, line manager, other Lab managers, visitors, faculty and University staff. The post holder will be expected to review, prioritise and respond to these requests using their experience, judgement and knowledge about deadlines 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 following departmental and University policies, processes and procedures in conjunction with their line manager.
- When managing more complex problems, the post holder will be expected to review and analyse the problem, putting forward a solution to the line manager and other senior stakeholders as required.

- The post holder will support their direct reports and offer direction and advice for any issues that arise in order to provide a suitable solution.
- You will be expected to use your own initiative to ensure that all administrative support provided by yourself and any direct report(s) meets the standards set out by your line manager.

### **Continuous Improvement**

- You will be able to offer a solutions driven approach and will strive to continually work to the highest of standards.
- The post holder will be able to offer methods of improvement or ways in which current standard operating procedures can be enhanced in order to ensure the delivery of the administrative support is being delivered effectively and efficiently and in line with University policies and standards.
- They will be expected to take on improvement projects as and when required.

### **Accountability**

- The post holder is expected to exercise judgement in the management and planning of their own and any direct report(s) day-to-day activities, ensuring work is prioritised so that key deadlines are met.
- 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.
- 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 provide effective and reliable administrative support to the Veterinary Pathology Centre and will be expected to provide regular support whilst working within a wider professional & Technical service team.

The role encompasses a range of responsibilities for example handling sensitive and confidential information, financial admin, 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 solution driven approach to any problems and advise any key changes to standard operating procedures, university policies and best practice.

**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**

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)** 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**

Previous experience of working in an administrative role

E

2

Excellent IT Skills (Word, Excel, Outlook, PowerPoint, TEAMS, Zoom, SharePoint) and ability/willingness to learn bespoke software systems	E	2
Experience of minute taking, working to tight deadlines and managing upwards	E	1
Experience of diary management using MS outlook	E	1
Ability to handle sensitive information in a confidential manner	E	1
Experience of the Higher Education Sector and a basic awareness of the activities of the University	D	n/a
<b>Special Requirements:</b>		<b>Essential/ Desirable</b>
Willingness to undertake necessary training on databases		E
Willingness to provide assistance to or to cover for other members of the Faculty administrative team as required, including working flexibly to achieve key objectives.		E
<b>Core Competencies</b>		<b>Level 1-3</b>
Communication		2
Adaptability / Flexibility		2
Customer/Client service and support		2
Planning and Organising		1
Continuous Improvement		1
Problem Solving and Decision-Making Skills		2
Managing and Developing Performance		2
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>		
<b>Organisational/Departmental Information &amp; Key Relationships</b>		

## Background Information

The Faculty of Health and Medical Sciences (FHMS) is organised into five Schools of Biosciences, Health Sciences, Psychology, Medicine and Veterinary Medicine.

Recognising that human health is closely linked to that of animals, plants and the shared environment, through our 'One Health, One Medicine' vision we seek to inform and improve the treatment, disease detection, management and care of both humans and animals and their environments. Our Schools work collaboratively across the Faculty and the wider University to build upon and foster strong, productive and mutually beneficial partnerships that generate positive outcomes, working together to adapt, evolve and address complex challenges.



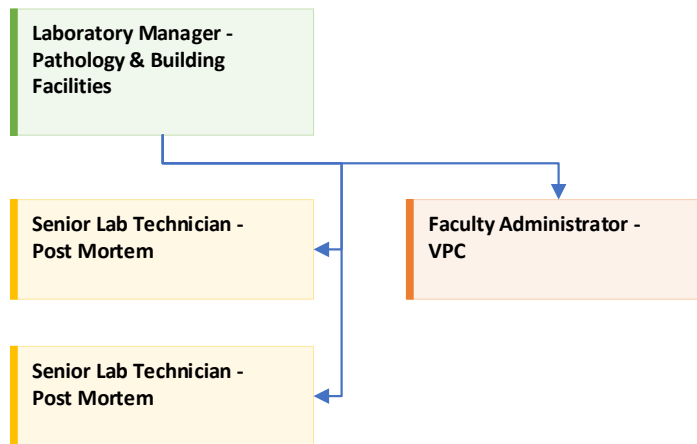
The Faculty of Health and Medical Sciences has 6 core strands of research that are supported by our state-of-the-art facilities and which provide the latest technology to facilitate research and teaching across the disciplines:

- **Chronobiology and sleep** - Alleviating disrupted sleep and managing circadian timing for improved health outcomes.
- **Digital Health and Data Sciences** - Gathering new data insights to advance diagnostics, treatment and health outcomes.
- **Educational Research** - Advancing pedagogic research to shape individuals and influencing society for the better.
- **Healthy Ageing and Supporting Long Term Conditions** - Defining mechanisms and markers of age-related disease to improve intervention and health outcomes.
- **Infection and Immunology** - Understanding microbes, host immunity and preventing the spread of infectious disease.
- **Nutrition and Food Security** - Determining dietary requirements and sustainable food choices to improve health.

With the Faculty, in the Complete University Guide for 2025 our Paramedic Sciences is ranked No 1 in the UK, Food Science 4<sup>th</sup>, Veterinary Medicine 5<sup>th</sup>; in the Times and Sunday Times Good University Guide 2024 Nursing was 8<sup>th</sup>. The University overall rose one place in the rankings to 12<sup>th</sup> in the Complete University Guide 2025.

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 2021) we were rated 33rd overall amongst UK Universities for overall research quality, 6th overall for health professionals. 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.

**Team Structure Chart**



**Relationships**

The postholder will work closely with other staff, such as the technical services team, academics to deliver day to day tasks. In addition, they will regularly liaise with key stakeholders in APHA and other departments across the University including Finance, Health and Safety, Faculty professional services and Security to exchange information to deliver key activities. Externally, the post holder will liaise with representatives from the APHA, external veterinary professionals, members of the public and visitors to the Department/School/Faculty.

**Internal**

- Faculty Operations Manager
- Laboratory Managers
- Technical Team
- Heads of School
- Pathologists
- Faculty PA's, Senior School administrators & School Administrators
- Director of Faculty Operations
- Faculty HR Team
- Central services (HR, Finance, Facilities, Internal Catering, Parking etc.)

**External**

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