

Post Details	Last Updated: 23/03/2023		
Faculty/Department	Faculty of Health and Medical Sciences		
Job Title	School Administrator		
Job Family	Professional Services	Job Level	2b
Responsible to	PA to Head of School		
Responsible for (Staff)	N/A		
<u>Job Purpose Statement</u>			
<p>To provide administrative support to one of the five schools within the faculty. You'll provide a professional and efficient service that responds to the demands of the School 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 administrative support, including but not limited to diary management, responding to general enquiries, organising meetings and minute taking. 2. Fulfil administrative duties such as raising/reviewing purchase requisitions, placing orders, goods-receipting and payment of invoices through Agresso. Maintaining shared inboxes, meeting rooms, stationary stocks, Preparation of documents (formatting, photocopying, and distributing) etc. 3. Make arrangement for visitors, liaising with other University departments and external bodies, ensuring all arrangements and paperwork are in place in a timely manner. Processing expenses and taking messages to support the staff within the school. 4. Provide administrative support for key internal and external committees/meetings, preparing agendas, distributing papers, producing clear, timely, concise, and accurate minutes and following-up on action items. 5. Support the PA and School/Faculty colleagues in delivering key strategic projects including workload planning, annual appraisals, workload allocation, probationary documentation, and additional ad-hoc projects as required, e.g., Faculty Equality Diversity and Inclusion activities. 6. Assist with event, seminars, and conference planning with tasks such as advertising, delegate bookings, delegate packs/certificates, arranging dates, arranging digital elements such as conference platforms, booking venues, catering, travel, etc. 7. Maintain an organised filing system for the school, ensuring accurate, detailed, and effective filing of all documentation (electronically and in hard copy format where necessary). 8. Provide a physical presence in the School/Faculty office to meet required office cover and provide face-to-face support 9. Provide general support and absence cover for the PA to the Head of School and other School/Faculty Administrators in the team. <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

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 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 be expected to provide a high quality of customer service and will be able to continually demonstrate this.
- Working with the PA to the Head of School, you will receive work requests from a range of stakeholders and will be expected to prioritise and respond to request in an efficient manor

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 or head of department 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 or Head of Department 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 School Administrator will work closely with the PA to the Head of School, EA to the Pro-Vice Chancellor Executive Dean & Director of Faculty Operations (DOFO) and other professional service staff within the Faculty.
- The post holder does not have any budgetary or supervisory responsibility.
- The post holder will take a flexible approach to support school and faculty activities as and when

departments across the University. Externally the post holder will liaise with representatives from other Higher Education Institutions and visitors to the Department/School/Faculty.

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

GCSE Level English and Maths or equivalent, plus some relevant work experience.

Or:

Learning gained through work experience of several years. Will include short courses and other formal training.

E

Technical Competencies (Experience and Knowledge)

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 multiple 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

Special Requirements:

Essential/
Desirable

Willingness to provide administrative assistance and/or cover for other members of the Faculty administrative team, working flexibly to achieve key objectives.

E

Core Competencies

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

n/a

Influencing, Persuasion and Negotiation Skills

n/a

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.

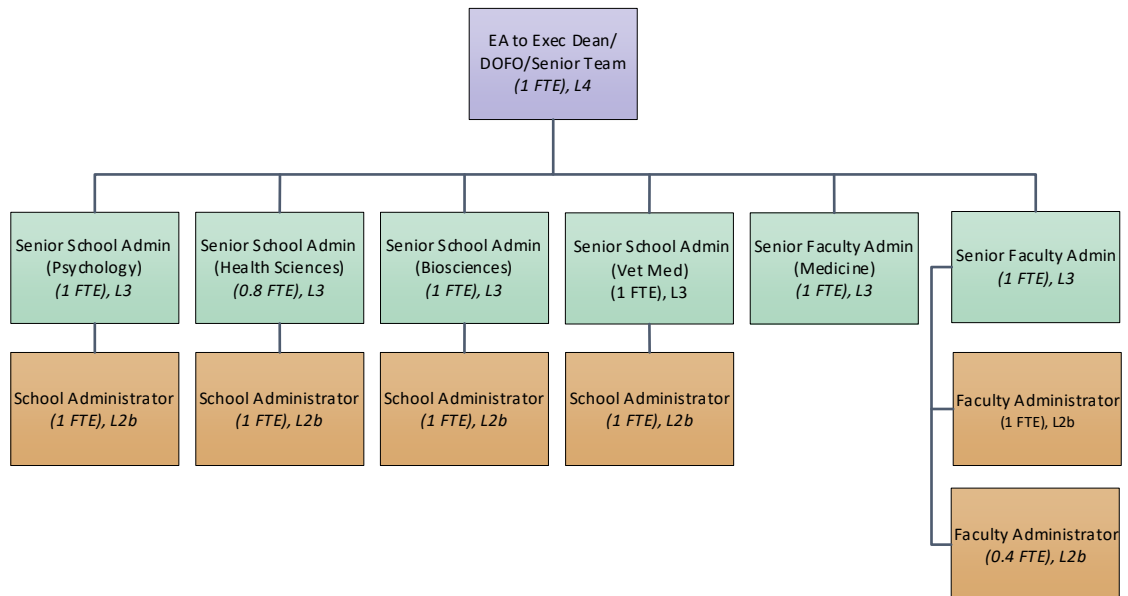
Should significant changes to the Job Purpose become necessary, the post holder will be consulted and the changes reflected in a revised Job Purpose.

Organisational/Departmental Information & Key Relationships

Background Information

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

Department Structure Chart



Relationships

Internal

- Executive Assistant to the Pro-Vice Chancellor Executive Dean & Director of Faculty Operations (DOFO)
- Faculty PA's, School Administrators and Receptionists
- Heads of Discipline
- Heads of School
- Faculty Operations Managers
- Director of Faculty Operations
- Faculty HR Team
- Faculty Executive Office
- Central services (HR, Finance, Facilities, Estates, Catering etc.)
- Student Services / Recruitment and Admissions
- Students

External

- Visiting staff and students
- Partner organisations / institutions/stakeholders/Research Funding Bodies
- Suppliers / service providers/Event & Conference Organisers