

Post Details		Last Updated: 19/09/2024	
Faculty	Faculty of Arts, Business and Social Sciences (FABSS)		
Job Title	School Administrator, School of Social Sciences (SoSS)		
Job Family	Professional Services	Job Level	Level 2B
Responsible to	School Administrative Officer (SoSS)		
Responsible for (Staff)	N/A		
Job Purpose Statement			
<p>The School Office is at the heart of School of Social Sciences and the post holder will provide administrative support services that underpin the smooth operation of the School. They will follow processes and procedures to deliver tasks including purchasing and processing invoices and payments, supporting travel and conference bookings, organising and delivering events.</p>			
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)			
<ol style="list-style-type: none"> 1. Provide administrative support to academic staff in connection with their research, teaching, ancillary duties, and events to include calendar and communications support to designated senior managers and Discipline Heads. 2. Provide administrative and organisational support for School events, including planning for visitors to the School, liaising with other University units and external bodies as appropriate and ensuring that all arrangements, including travel, are dealt with in a timely manner. 3. Act as a first point of contact for staff with general admin queries ensuring all queries are dealt with in a helpful and courteous manner with attention to detail. The post holder will be responsible for monitoring the School email inbox. 4. Draft and send announcements about academic or administrative matters to the School and occasionally to students, either by email or via Teams. Support creation and maintenance of the School Sharepoint/Teams site with updated information, files and communications to staff. 5. Raise/review purchase requisitions, place orders, goods- receipt and process payment of invoices and expenses through our Agresso finance system, to support the effective management of the School's budgets, keeping accurate records where required. 6. Contribute to ongoing improvement of office operations and procedures. Create and maintain the School's electronic filing system for, amongst others, annual leave and Visiting Professors. Maintain stationary stocks including ordering business cards and procuring teaching aids and other equipment. 7. Service School committees and project teams as required, sending out agendas, minute-taking and following up on actions identified. 8. Produce high quality documents for staff and events, using MS Word, Excel, PowerPoint, Publisher, Outlook; including formatting and distribution in accordance with brand guidelines. 			
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, always operating in a collegiate manner.

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

- Work under the direction from the School Administrative Officer, School Manager and School staff.
- The post holder will work with their immediate line manager and other colleagues to establish forward plans and prioritise new tasks and projects for the team.
- They will then work with some independence and initiative to manage their immediate work priorities without supervisory approval ensuring key deadlines and work objectives are met.

Problem Solving and Decision Making

- Independent thinking, problem solving, investigation and consultation are essential to completing tasks effectively, as is ability to think quickly and deal with changing circumstances.
- The post holder will be presented with a variety of situations, administrative or "customer" focused in nature, where the most appropriate course of action(s) will be a matter of choice, influenced by prior exposure or professional experience. They will be expected to deal with less routine queries/issues or circumstances and assist staff in finding the most appropriate resolution to these, although more complex problems can be referred to their Line Manager for consultation, guidance or resolution.

Continuous Improvement

- The post holder is encouraged to identify opportunities for improvement, implementing them under the guidance of their Line Manager

Accountability

- A high degree of independence is expected on tasks once assigned by their Line Manager.
- The post holder will be privy to sensitive and confidential information and as such is expected to maintain high levels of confidentiality.
- The post has an impact across the School in terms of its provision of service and promoting a positive image of the School and University.
- The post does not hold any budgetary responsibility, however they will assist with processing transactions and keeping track of budgets within the School.

Dimensions of the role

- The role involves regularly liaising with and handling queries from 150+ academics colleagues and PhD students within the School as well as key contacts from Professional Services teams across the University and contacts from external organisations.

Supplementary Information <ul style="list-style-type: none"> This is a dynamic and fast-moving role requiring the post holder to demonstrate initiative, excellent organisation and communication skills as well as the flexibility to deal with unexpected changes in workflows and priorities. Good problem-solving skills and diplomacy in liaising with colleagues and students are a necessity. 		
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		
Vocational qualifications plus several years 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) 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	n/a
Excellent IT Skills (MS Word, Excel, Outlook, PowerPoint)	E	2
Accuracy and attention to detail	E	2
Ability to handle sensitive information in a confidential manner	E	1
Experience of the Higher Education Sector and/or a reasonable awareness of the activities of the University	E	n/a
Special Requirements:		Essential/ Desirable
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 Adaptability/Flexibility Customer/Client service and support Planning and Organising Continuous Improvement Problem Solving and Decision-Making Skills Managing and Developing Performance Creative and Analytical Thinking Influencing, Persuasion and Negotiation Skills Strategic Thinking and Leadership		3 2 2 2 2 2 n/a 1 1 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		

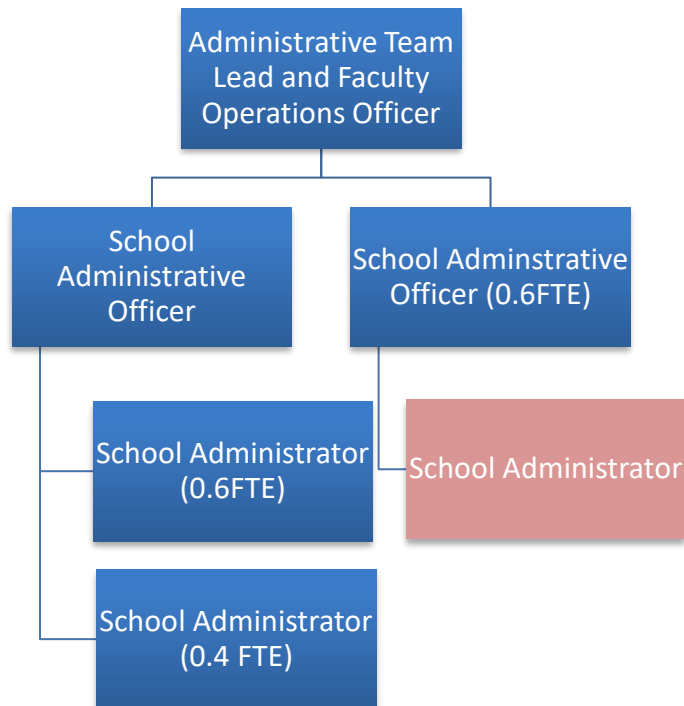
Background Information

With 150+ academic staff in four Discipline areas (Law, Economics, Politics and Sociology), School of Social Sciences (SoSS) in the Faculty of Arts, Business and Social Sciences (FABSS), is a busy and diverse community located on the main University campus, and spread over two buildings. The School has been formed in August this year, and is in the early days of realising its potential to grow as a new unit. We have a vibrant student community, with undergraduate, postgraduate and PhD programmes across all four Disciplines. Each discipline organises a large number of research and student events throughout the year.

Our international community of staff, students and alumni is the biggest in the Faculty and we have a number of important external relationships with organisations and individuals which are supported through the School Office. This post is key in ensuring that we have a strong School Office that supports the Head of School, Discipline Heads and Senior Management Team as well as provides an excellent service to all staff and students.

The post holder works closely with the other School administrators, as well as other Faculty staff, students and colleagues in the Faculty Office. In addition, they will liaise with wide variety of services across the University including Finance, IT, Hospitality/Catering Services, Accommodation, the Library, Security, Estates and others in order to exchange information for organising meetings or making arrangements for visitors to the School. Externally the post holder will help liaise with staff from other Higher Education Institutions and guests when they visit the School.

Structure Chart



Relationships

Internal

- Head of School
- Discipline Heads
- Associate Heads of School
- Administrative Team Lead
- School Administrative Officer
- Research Centre Directors
- Executive Assistant to Dean of Faculty
- FABSS School Administrators
- Central Services including Finance, HR, IT, Catering, Estates and Facilities
- Student Services / Recruitment and Admissions
- Students

External

- Visiting staff and students to the School and the University
- Guest Speakers
- Suppliers/service providers/event and conference organisers
- Partner organisations/institutions/stakeholders/research funding bodies