

Post Details		Last Updated: 25/02/2025	
Faculty/Administrative/Service Department	School of Chemistry and Chemical Engineering		
Job Title	School Administration Manager		
Job Family	Professional Services	Job Level	4
Responsible to	Executive Assistant to the Dean/Dotted line to Head of School		
Responsible for (Staff)	Administrative team (circa 2-3 staff)		
Job Purpose Statement			
<p>To take responsibility of the operational management and delivery of a range of projects for the School to ensure the smooth running of the School and timely reporting to funders and key stakeholders. Working closely with the Head of School and the School's senior leadership team, the post holder will ensure the efficient and effective management of the School's resources and will assist first the Head of School and thereafter, other academic members of staff on all matters relating to the smooth and efficient running of the School. They will manage the School administration team and ensure that all administrative requirements of the School are implemented effectively and maintained in accordance with the Faculty's and University policies and procedures. They will undertake strategic School and Faculty level projects as needed to support the delivery of the School and Faculty.</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. To take responsibility for the operational management and delivery of the School by leading a team who are the main point of contact within the school for internal/external stakeholders. Provide a high-level customer service, ensuring the School Administration team provide effective advice and admin support, including but not limited to: appraisals, visiting staff, associate staff, PGR administration, recording staff absence and annual leave, facilities. Coordinate the planning and delivery of school meetings and training events. 2. To work/lead on School and Faculty level projects as required. 3. Effectively manage and develop the School administration team ensuring the team has access to professional development, performance reviews and training. 4. Work closely with the HoS and plan School events and meetings. 5. Finance-related support including: Working closely with the Faculty Finance Manager to monitor budgets, processing orders and raising invoices on Agresso. 6. Provide admin support for the yearly OPCW course that takes place in the summer. 7. Plan for the arrival of new staff starters and leavers, overseeing the School admin team to organise office and desk space, ordering equipment and provide information for new starters. <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 be responsible for the planning and organising of their own workload. They will ensure that the plans for the School satisfy the requirement of the Faculty Executive Board.
- The post holder will have the freedom to manage their individual work tasks as appropriate and will be expected to demonstrate initiative in organising their work towards key deadlines set by the School Head and Faculty.
- Requests for work and information will arise from a variety of stakeholders, including (but not limited to) the School Head, staff, students, visitors, Faculty and University staff. The post holder will be expected to review, prioritise and respond to these requests using their experience judgement about deadlines and importance

Problem Solving and Decision Making

- The post holder must display a professional approach and confident communication style.
- They will also need to have excellent persuasion skills as they will need to persuade individuals over whom they have no authority to complete tasks to agreed deadlines and within project schedules. When deciding upon a course of action to resolve a problem, the post holder will normally draw upon their previous experience as well as referring to University policies and procedures.
- When managing more complex problems, the post holder will be expected to review and analyse the problem, putting forward a solution to the Head of School.

Continuous Improvement

- The post holder is required to suggest improvements or developments to current working practices to ensure the smooth running of the service that they and their team provide and will be required to implement these, after consultation with their line manager
- The post holder is responsible for monitoring and proactively identifying potential improvements to the planning and project management process.
- The post holder will also be responsible for ensuring that feedback is sought from stakeholders

Accountability

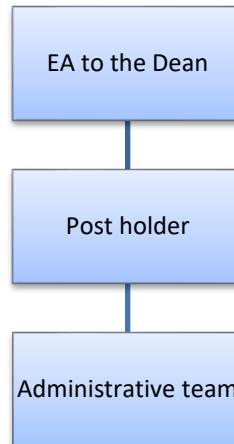
- The post holder is expected to exercise judgement in the management and planning of their day-to-day activities, ensuring work is prioritised so that key deadlines are met.
- The post holder will be expected to have a sound knowledge of appropriate policies and procedures relating to their role, referring to them to resolve problems and issues as they arise.
- Whilst the post holder's actions are guided by the Executive Assistant to the Dean, they will work largely unsupervised, and as such they have professional autonomy to achieve their aims.
- The post holder will be privy to sensitive and confidential information and as such is expected to maintain high level of confidentiality.
- The School Administration Manager will manage the School Administration Team and will be expected to take responsibility for their professional growth and development.

Dimensions of the role The School has approximately 35 academic staff, around 15 RA's, 60+ doctoral students and over 500 undergraduate and postgraduate students.

Supplementary Information n/a		
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		
Degree, HND, NVQ 4 qualified in relevant subject/relevant formal training, plus a several years experience in a similar or related role. OR Significant vocational experience, demonstrating development through involvement in a series of progressively more demanding relevant work/roles, and the acquisition of appropriate professional and specialist knowledge.		E
First degree in subject, or relevant work experience, relevant to School's research areas		D
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 managing multiple projects and activities to meet deadlines alongside managing the activities of others.	E	3
A proactive approach, with the ability to use initiative in dealing with issues as well as a flexible approach to work, able to multi-task, satisfying the needs to different groups - e.g., students, staff, etc.	E	3
Experience of the Higher Education Sector with knowledge and understanding of the work practices, processes and procedures within the Faculty and wider University.	E	3
Experience of working independently without supervision whilst recognising the need to keep others informed	E	3
Excellent IT skills: (Microsoft Office, Email, the Internet and databases.	E	2
Experience of planning and progressing activities within general guidelines, using initiative and judgement without reference to others	E	2
Experience with monitoring, producing and maintaining records and reports to satisfy both internal and external stakeholders	E	2
Experience/understanding of working with budgets	E	2
Accuracy and attention to detail	E	2
Ability to extract, analyse and present information from data sources to support decision making.	E	2
Familiarity with public relations and the effective use of social media	D	n/a
Special Requirements:	Essential/ Desirable	Level 1-3
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		3
Adaptability / Flexibility		2

Customer/Client service and support	3
Planning and Organising	3
Continuous Improvement	2
Problem Solving and Decision Making Skills	2
Managing and Developing Performance	2
Creative and Analytical Thinking	2
Influencing, Persuasion and Negotiation Skills	1
Strategic Thinking & Leadership	1
<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	
<u>Background Information</u>	
<p>The School of Sustainability, Civil and Environmental Engineering sits within the Faculty of Engineering and Physical Sciences which comprises five schools that encompass the core engineering disciplines of, civil engineering, chemical engineering, electronic and electrical engineering and mechanical engineering alongside environmental and sustainability and the specific disciplines of chemistry, computer science, mathematics and physics.</p>	

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).



Relationships

Internal

- School senior leadership team
- School academics
- School administrators
- Accommodation, Hospitality Catering Services, Parking Offices, Security
- Doctoral College, Education Office, International Office and Research and Innovation
- UG and PG students
- Finance, HR, IT teams
- Facility director, estates, executive office

External

- Visitors
- Sponsors and partner organisations
- Representatives from other Higher Education Institutions
- Suppliers and service providers
- Public