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| **Post Details** | | **Last Updated:** 19/03/2025 | | |
| **Faculty/Administrative/**  **Service Department** | Faculty of Engineering and Physical Sciences (FEPS) | | | |
| **Job Title** | Faculty Short Courses Administrator | | | |
| **Job Family** | Professional Services | | **Job Level** | 3 |
| **Responsible to** | Business Operations Manager | | | |
| **Responsible for (Staff)** | n/a | | | |
| **Job Purpose Statement**  Working closely with course directors, the post holder will act as the principal interface between the short courses programme, industry training managers and employees, delegates and course providers. They will manage all short course enquiries, generate invoices, collate course notes, organise relevant catering and room bookings and produce certificates for delegates. The post holder is expected to work autonomously with minimal supervision. | | | | |
| **Key Responsibilities** | | | | |
| 1. Managing the short courses programme of both public courses and bespoke courses, including:    * booking and payment of lecturers    * providing data for the annual continuing education business plan 2. Overseeing and managing the processes and activities relating to customer service that will facilitate the delivery of short courses including:    * the processing of enquiries and registrations and invoicing on public courses    * building relationships with training managers and course directors    * ensuring lecturers are delivering course notes on time    * management of the short courses database 3. Maintaining the short courses webpage to keep information up-to-date and collaborating with the marketing team to design advertisements for distribution through industry partner channels 4. Liaising with course directors on enquiries relating to the MSc short courses programme 5. Providing data for HESA (Higher Education Statistics Agency) and HE-BCI (Higher Education Business and Community Interactions) returns   **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. | | | | |

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| **Elements of the Role** |
| **Planning and Organising**   * The post holder will be responsible for the planning and organising of their own workload. * 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 Faculty. * Requests for work and information will arise from a variety of stakeholders, including (but not limited to) course directors, industry training managers and employers, delegates and course providers. 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. * 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 Business Operations Manager. |
| **Continuous Improvement**   * The post holder is required to suggest improvements or developments to current working practices in order to ensure the smooth running of the service that they provide. * 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, making reference to them to resolve problems and issues as they arise. * The post holder will work largely unsupervised. * The post holder will be privy to sensitive and confidential information and as such is expected to maintain a high level of confidentiality. |
| **Dimensions of the role**   * This role sits with the professional services job family in the Faculty of Engineering and Physical Sciences. It sits within Central Faculty Admin and provides services to all schools within the faculty – School of Chemistry & Chemical Engineering, School of Computer Science & Electronic Engineering, School of Engineering and School of Maths & Physics. * The short courses programme includes a well-established programme of public short courses and an increasing programme of bespoke courses. |
| **Supplementary Information** n/a |

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| **Person Specification** | | |
| **Qualifications and Professional Memberships** | |  |
| HNC, A level, NVQ 3, HND level or equivalent with a number of years' relevant experience.  Or:  Broad vocational experience, acquired through a combination of job-related vocational training and considerable on-the-job experience, demonstrating development through involvement in a series of progressively more demanding relevant work/roles. | | E |
| First degree in subject, or relevant work experience, relevant to Faculty’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. | 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 of different groups. | E | 3 |
| Experience of the Higher Education Sector / Continuing Education with knowledge and understanding of the work practices, processes and procedures within the Faculty and wider University. | E | 2 |
| Excellent IT skills (Microsoft Office, Outlook, database management). | E | 3 |
| 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 |
| Ability to extract, analyse and present information from data sources to support decision making. | E | 2 |
| **Special Requirements:** | **Essential/ Desirable** | **Level 1-3** |
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| **Core Competencies** | | **Level 1-3** |
| Communication Adaptability / Flexibility  Customer / Client Service and Support Planning and Organising  Continuous Improvement  Problem Solving and Decision-Making Managing and Developing Performance Creative and Analytical Thinking Influencing, Persuasion and Negotiation Strategic Thinking and Leadership | | 3  2  3  3  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**  The Faculty of Engineering and Physical Sciences is built on the core engineering disciplines of aeronautical, civil, chemical, electronic and mechanical engineering, together with the core scientific disciplines of computing, mathematics and physics. Within these fields, the Faculty enjoys a reputation for excellence in research and teaching.  This role provides support to the Business Operations Manager in activities across all four schools within the Faculty. | |  |
| **Department Structure Chart** | | |
| **Relationships Internal**   * Course Directors * Faculty Finance Business Partner * Appropriate University Departments – Admissions, Conferencing, Catering, Campus Safety * Unitemps * Faculty Operations   **External**   * Industry Organisations * Delegates * IET (Institute of Engineering and Technology) | | |