

Post Details		Last Updated: 02/02/2023	
Faculty/Administrative/Service Department	School of Engineering, Faculty of Engineering and Physical Sciences (FEPS)		
Job Title	Senior School Administrator		
Job Family	Professional Services	Job Level	3
Responsible to	School Administration Manager		
Responsible for (Staff)	School Administrator/s		
Job Purpose Statement			
<p>To assist the School Administration Manager in all matters relating to the administration of the School of Engineering. The post holder provides administrative support first to the Senior Leadership Team and thereafter, other academic staff on all matters relating to the academic teaching and research activities and initiatives of the School. The post holder contributes to the efficient operation of the School and is responsible for ensuring that the administrative requirements of the School are implemented effectively and maintained in accordance with the Faculty and University policies and procedures. The post holder needs to be flexible and be able to maintain good working relationships across the University, including academic, research and professional services staff.</p> <p>The post holder line manages the School Administrator, who provides support and guidance to Postgraduate Research Students, ensuring effective management of postgraduate administration.</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. Support the School Administration Manager with the operational management and delivery of the School. Provide a high-level customer service to internal and external stakeholders, providing effective advice and co-ordination of administration matters, including but not limited to; appraisals, visiting staff, associate tutor and PGR administration, probation staff administration, staff absence, annual leave, facilities, travel, administrative support for training (including Health and Safety), as well as general queries relating to the School.2. Line manages the School Administrator/s, delegating administrative tasks as appropriate, and take responsibility for their performance management, training and development.3. Assist the School Administration Manager in monitoring expenditure against the NSR (Non-Staff Recurrent) and equipment budgets, highlighting any potential issues and ensuring that decisions are made in line with University policies and procedures. Deal effectively with Finance-related queries and processes, including staff expenses claims, orders, invoices, and other financial forms.4. Organise School meetings and events, including conferences, away days and workshops; liaising with internal and external stakeholders, arranging dates, venues, catering, travel etc. Committee servicing of key School meetings, including the Equality, Diversity & Inclusion committee, and the Health & Safety committee.5. Support the School Administration Manager with recruitment matters. Plan for the arrival of new starters and leavers (staff, visitors, and postgraduate students), organise office/desk space, equipment and assist with the School Induction.6. Provide effective advice and support to staff and students in the School on administration matters, including but not limited to travel, expenses, facilities, and HR matters such as appraisals, probation, and academic absence. Provide effective diary management and support for members of the School Senior Leadership Team and deputise for the School Administration Manager as required.7. Oversee the planning and allocation of space and facilities in the School, working alongside the School Administration Manager for advice and assistance with problems and issues.8. Ensure the School website and any associated School intranet are maintained, updating staff and student information and publishing material as required. Gather and prepare content for School communications, including Social Media and marketing materials.			
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.

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 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 Administration Manager, Senior Leadership Team, and Faculty.
- Requests for work and information will arise from a variety of stakeholders, including (but not limited to) the Head of School, Senior Leadership Team, School Administration Manager, staff, students, visitors, Faculty and University staff. The post holder will be expected to review, prioritise, and respond to these requests using their experience and judgement about deadlines and importance.

Problem Solving and Decision Making

- 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 Faculty and 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 School Administration Manager.

Continuous Improvement

- The post holder will be required to suggest improvements or developments to current working practices in order to ensure the smooth running of the service they provide and may be required to implement these, after consultation with the School Administration Manager.

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.

Dimensions of the role

- The School of Engineering is home to approximately 80 academic staff, 40 RAs, 150 doctoral students, over 500 undergraduate and postgraduate students and 15 professional services staff. The School sits within the Faculty of Engineering and Physical Sciences (FEPS).
- The Senior School Administrator supports the School Administration Manager, as well the Head of School, Senior Leadership Team, academic and research staff, liaising with Faculty and University administrators and service departments and with external contractors and suppliers.
- The post is a key link with the Faculty and University and the post-holder will work closely with staff from within the Faculty (Finance, HR, and Facilities) as well as Student Services teams and central services.
- The post-holder will respond to enquiries and requests from students and other members of the University and from individuals and institutions from outside the University.

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

HNC, A Level, NVQ 3, HND level or equivalent relevant work 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

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**

Excellent Organisational Skills

E

2

Good Microsoft Office Skills (Word, Excel, Outlook)

E

2

Aptitude for learning specialised equipment, software and procedures

E

2

Experience of working independently without supervision whilst recognising the need to keep others informed

E

2

Experience/understanding of working with budgets

E

2

Experience of supervising staff

D

n/a

Experience of webpage maintenance and professional social media

D

n/a

Experience of the Higher Education Sector

D

n/a

Working knowledge of the activities of other areas of the University relevant to the Faculty/Department/work unit

D

n/a

Special Requirements:

**Essential/
Desirable**

n/a

n/a

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

2

Adaptability / Flexibility

2

Customer/Client service and support

2

Planning and Organising

2

Continuous Improvement

2

Problem Solving and Decision Making Skills

2

Managing and Developing Performance

1

Creative and Analytical Thinking

1

Influencing, Persuasion and Negotiation Skills

1

Strategic Thinking & Leadership

1

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.

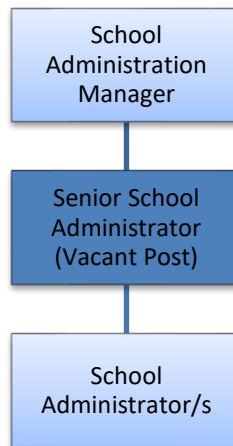
Organisational/Departmental Information & Key Relationships

Background Information

The School of Engineering is home to approximately 80 academic staff, 40 RAs, 120 doctoral students, over 600 undergraduate and postgraduate students and 15 professional services staff.

The School 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.

Department Structure Chart



Relationships

Internal

- School Administration Team
- Heads of Schools
- School Senior Leadership Team
- Staff and students
- Executive Office
- Central Services (HR, Finance, Facilities, IT, Accommodation, Hospitality, Security etc.)
- Faculty staff (FEPS Reception, Faculty Director etc.)
- Student Services / Admissions
- Research Degrees Office, Doctoral College, Research and Innovation, International Office

External

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