

Post Details		Last Updated: 23/01/26	
Faculty/Administrative/Service Department	Division of the Pro-Vice-Chancellor, Education Surrey Institute of Education		
Job Title	Education Support Officer		
Job Family	Professional Services	Job Level	2b
Responsible to	Head of the Surrey Institute of Education		
Responsible for (Staff)	N/A		
<p><b>Job Purpose Statement</b> <i>This should be an accurate, concise, un-detailed statement (short paragraph) of what the post is and why the post exists in terms of its contribution or result e.g. improved student/staff experience, increasing University funds etc.</i></p> <p>To support the administration across the full range of activities within the Surrey Institute of Education (SIOE) ensuring all aspects of the business are dealt with appropriately. The Administrator helps the Institute to develop excellent working relationships with relevant members of the University community, visitors and external bodies that have an interest in the Institute's work.</p> <p>This position is based in the SIOE and will provide administrative support to colleagues working within SIOE, and also within the Digital Learning team.</p>			
<p><b>Key Responsibilities</b> 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)</p> <ol style="list-style-type: none"> <li>1. Assist with events, seminars, and conference planning with tasks including advertising, delegate bookings, preparing delegate packs and certificates, scheduling dates, arranging digital elements such as conference platforms, booking venues, catering, travel, promotion etc.</li> <li>2. Provide course administrative support for CPD and Professional Development programmes.</li> <li>3. Provide administrative support for meetings including the preparation of agendas, standard routine committee papers, invitations and the producing of minutes or notes as required.</li> <li>4. Arrange travel and other bookings for the Institute's members to secure attendance at external events ensuring compliance in line with Financial Regulations.</li> <li>5. Process via the purchase order system orders and payments for staff in the Institute, liaising with Finance Services as required.</li> <li>6. Monitor and update relevant webpages under the direction of the Head of the SIOE.</li> <li>7. Maintain an organised filing system, ensuring accurate, detailed, and effective filing of all documentation.</li> <li>8. Provide administrative support for key internal and external committees/meetings, production of meeting materials, preparing agendas, distributing papers, producing clear, timely, concise, and accurate minutes and following-up on action items. Coordinate arrangements 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.</li> <li>9. Provide course administrative support for CPD and other Professional Development programmes.</li> </ol> <p><b>N.B. The above list is not exhaustive.</b></p>			
<p><b>All staff are expected to:</b></p> <ul style="list-style-type: none"> <li>• Positively support equality of opportunity and equity of treatment to colleagues and students in accordance with the University of Surrey Equal Opportunities Policy.</li> <li>• Work to achieve the aims of our Environmental Policy and promote awareness to colleagues and students.</li> <li>• Follow University/departmental policies and working practices in ensuring that no breaches of information security result from their actions.</li> <li>• Ensure they are aware of and abide by all relevant University Regulations and Policies relevant to the role.</li> <li>• Undertake such other duties within the scope of the post as may be requested by your Manager.</li> <li>• Work supportively with colleagues, operating in a collegiate manner at all times.</li> </ul> <p><b>Help maintain a safe working environment by:</b></p> <ul style="list-style-type: none"> <li>• Attending training in Health and Safety requirements as necessary, both on appointment and as changes in duties and techniques demand.</li> <li>• Following local codes of safe working practices and the University of Surrey Health and Safety Policy.</li> </ul>			
<p><b>Elements of the Role</b></p> <p>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.</p>			

**Planning and Organising** *Where does the work come from? What planning is required, how complex is the planning and over what timescale e.g. days/weeks/months/annually/longer?*

- The post holder will undertake tasks assigned by members of the Surrey Institute of Education. Some tasks will be routine and can be completed over short timescales. Others may require more planning and will require longer timescales for completion, but such tasks will be carried out in collaboration with other staff within the Institute.

**Problem Solving and Decision Making** *What types of problems or challenges are faced by the post holder and how are they solved? What kind of guidance is in place to support the problem solving process e.g. policies/procedures/protocols/legislation. You should detail the nature of the post holder's role in solving these problems, indicating whether the post holder thinks independently or in collaboration with others and how much freedom there is to provide solutions/make these decisions. You should also state what the impact of wrong decisions/judgement is and what happens in cases where the post holder is unable to find a resolution.*

- Within the scope of the role, the post holder is presented with a variety of administrative issues, where the most appropriate course of action will be a matter of choice, influenced by prior exposure or experience. In other instances work actions are very well defined procedurally and the post holder is able to reference and apply established policies, procedures in order to determine a suitable course of action/outcome. Although the role is covered by standard instructions and procedures, there may be some latitude to alter the sequence of procedures, based on varying situations encountered. The post holder may face problems where they are required to interpret past precedents and apply their judgement to determine an appropriate course of action. Where resolution is not straightforward they are able to refer the matter to the Head of the SIOE for guidance/resolution.

**Continuous Improvement** *You should state whether the post holder is responsible for making any improvements within their area of responsibility, what level of improvement they may be required to make and what freedom they have to make those changes independently.*

- The post holder is expected to suggest improvements to improve the service provided. Where appropriate the post holder is required to implement these, after consultation with their line manager.

**Accountability**

*What level of control has the post holder got for the achievement of their end results? How frequently does the post holder require supervision? What freedom do they possess to act with or without reference to guidance/procedures and/or supervision? Detail the discretion given to the post holder to direct resources, their answerability for the consequences of decisions and actions taken by themselves/their team and the impact. Detail the nature of the impact which the role exerts on end results and the area of the institution on which the role has impact.*

- The post holder has specific responsibility for the provision of administrative services to the Surrey Institute of Education. With limited daily guidance from the Head of SIOE, they have some latitude within their daily work routine to organise and prioritise their own work, to ensure that key deadlines and objectives are met. They are required to develop knowledge of day-to-day business by working with more experienced colleagues, in order to take specific responsibility for some identified areas of work.
- The post holder is required to demonstrate a courteous and professional approach, in order to promote a positive image within the Institute and to staff in other administrative and academic roles in the University, as well as external visitors to the University.

**Dimensions of the role** *Dimensions describe the statistics relevant to the job. Where relevant, you should cover the operational, financial or staffing aspects of the role. Relevant factual, quantitative information that describes the scope of the role, e.g. number of staff directly/indirectly reporting to them, financial aspects (budgets, contract, cash handling etc. and approximate figures), approximate number and type of student/customers the job affects directly/indirectly should be given.*

- This post involves no direct line management or budgetary responsibilities, although the post holder may give guidance to temporary staff, which may include guidance on the standard processes and practices adopted by the Institute.

**Supplementary Information** *You may wish to include some information here that has not been captured in the other sections of the form, but still has a significant impact on the size of the job. This may include details such as for example the importance in some roles to influence, develop and change the motivation and behaviour of people.*

- 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.

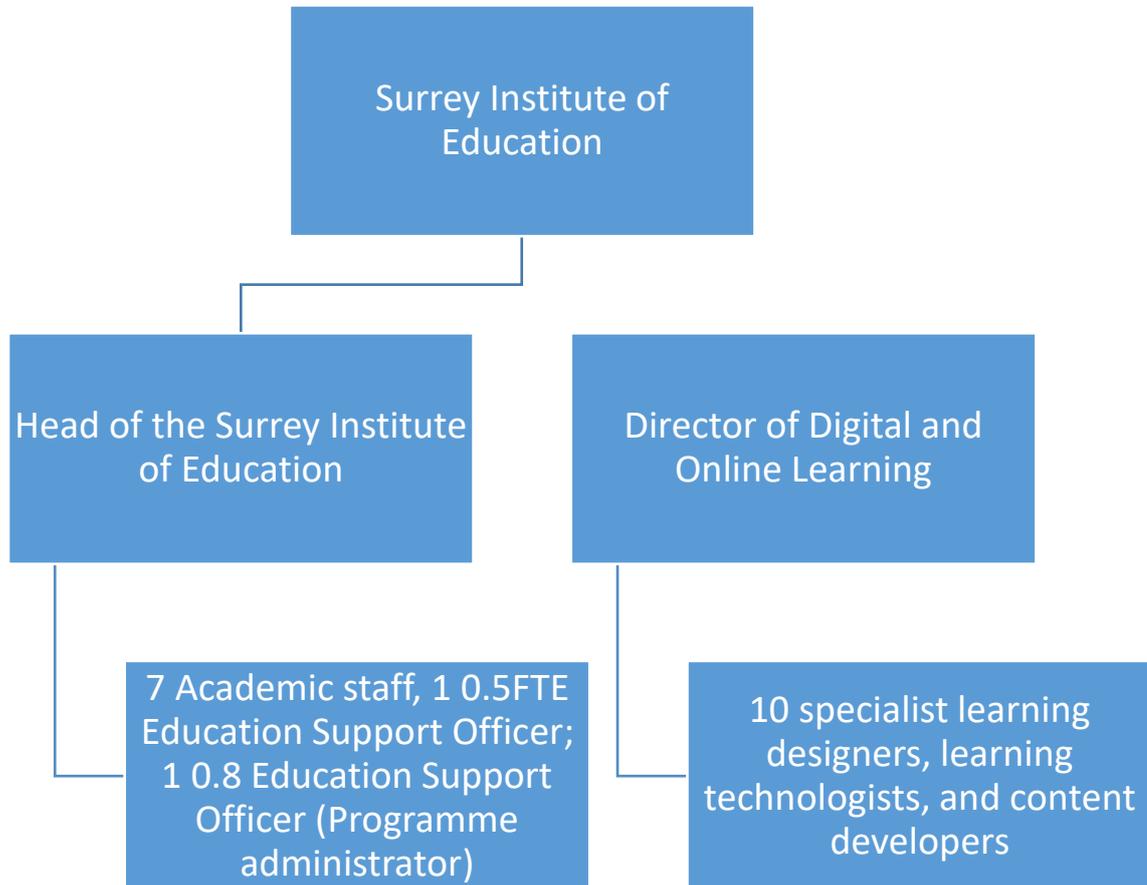
**Qualifications and Professional Memberships**

Vocational qualifications plus several years relevant work experience.

E

Or: Learning gained through work experience of a number of years. Will include short courses and other formal training.		
<b>Technical Competencies (Experience and Knowledge)</b> 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).	<b>Essential/ Desirable</b>	<b>Level 1-3</b>
Excellent IT Skills (Word, Excel, Outlook, PowerPoint, TEAMS, Zoom, SharePoint) and ability/willingness to learn bespoke software systems (agresso, clarity travel, surrey learn)	E	2
Previous experience of working in an administrative role	E	2
A confident communicator with good interpersonal skills, attention to detail and a high level of accuracy in written and spoken English	E	2
Effective organisational skills, experience of minute taking and working to tight deadlines	E	2
Ability to work under own initiative in a team environment	E	2
Experience of multiple diary management using MS outlook	E	2
Experience of the Higher Education Sector	D	n/a
Knowledge of practices and systems which support the administration and delivery of academic programmes	D	n/a
<b>Special Requirements:</b>		<b>Essential/ Desirable</b>
n/a		n/a
<b>Core Competencies</b> 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.		<b>Level 1-3</b>
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
<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>		
<b>Organisational/Departmental Information &amp; Key Relationships</b>		
<p><b>Background Information</b> You should include a short statement on the background of the Faculty and/or the department in which the post holder will be operating. You may also wish to include any other useful information to an applicant e.g. why the project exists, what the strategy of the department is etc.</p> <p>The Surrey Institute of Education provides academic development programmes for staff, and participates in Faculty-based and University-wide projects to improve education and the student experience. The SIOE also conducts research within the field of higher education. The SIOE works closely with the Digital learning team who support staff and digital learning activities across the university.</p>		

**Department Structure Chart** Please highlight the post holder's role by right clicking and selecting format shape, selecting solid fill and 2<sup>nd</sup> 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** This is not an exhaustive list of every relationship the post holder has, but is a brief description of those that play an important part in the post holder successfully carrying out the role. It should identify the significant internal and external relationships and contacts that the post holder has in their job and describe the overall purpose and nature of those relationships (i.e. exchanging information, negotiating, networking, etc.)

**Internal**

- The post holder will act as a representative of the Surrey Institute of Education in all administrative matters to support the Senior Team of the Institute in developing excellent working relationships with staff in other administrative and academic areas across the University.

**External**

- The post holder will liaise with external visitors as the first point of contact for the Institute.