

Post Details	Last Updated: 17/04/2026		
Faculty/Department	Faculty of Health and Medical Sciences		
Job Title	Faculty Administrator		
Job Family	Professional Services	Job Level	2b
Responsible to	Executive Assistant		
Responsible for (Staff)	N/A		

Job Purpose Statement

To provide comprehensive professional administrative support for key activities within the Faculty, delivering an efficient service that responds to the demands of a broad customer base including academics, clinical and professional services teams. The role ensures that Faculty requirements are fulfilled in line with University policies and procedures, supporting the effective coordination of meetings, research and teaching activities, financial processes, and stakeholder/partnership engagement. The postholder contributes to the smooth day to day running of the Faculty, maintaining high standards of organisation, communication and record keeping, while supporting strategic projects, committees and events; the role may support faculty strategic initiatives eg. the Pan University Institute, the Apprenticeship Programme, Research support activities and programme

Key Responsibilities

1. Provide administrative support, including but not limited to responding to general enquiries, organising meetings, supporting events and minute taking.
2. Fulfil administrative duties such as raising/reviewing purchase requisitions, placing orders, goods-receipting and payment of invoices through the University bespoke Agresso system. Maintaining shared inboxes, meeting rooms, stationery stocks. Preparation of documents (formatting, photocopying, and distributing) etc.
3. Make arrangements for visitors, liaising with other University departments and external bodies, ensuring all arrangements and paperwork are in place in a timely manner.
4. Provide administrative support as required for research activities, programme development, key internal and external committees/meetings, preparing agendas, distributing papers, producing timely and accurate minutes and following-up on action items as required.
5. Support colleagues in delivering key strategic projects including Pan University Institute activities, Apprenticeship development, workload planning, and additional ad-hoc projects as required, e.g., Faculty Equality Diversity and Inclusion activities.
6. Assist with delivery of events, seminars, and conference planning with tasks such as advertising, delegate bookings, delegate packs/certificates.
7. Maintain an organised filing system for the Faculty, ensuring accurate, detailed, and effective filing of all documentation (electronically and in hard copy format where necessary).

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 work with some independence, initiative, and minimum day to day supervision from their line manager in order to arrange their workload within a set of established standard operating procedures.
- They will be expected to provide a high quality of customer service and will be able to continually demonstrate this.
- Working with the Senior Faculty Administrator, you will receive work requests from a range of stakeholders and will be expected to prioritise and respond to request in an efficient manor

#### Problem Solving and Decision Making

- The post holder will be expected to provide support to solutions for day-to-day problems as and when required by their line manager or head of department using standard operating practices and best practice guidelines.
- You may occasionally experience more unusual queries or issues, where there is no formal guidance or trouble shooting. In these cases, or situations where solution is not straight forward you will refer the matter to your Line Manager or Head of Department as appropriate for guidance/resolution.

#### Continuous Improvement

- The post holder is encouraged to make suggestions to improvements in working methods, implementing them under the guidance of their Line Manager in order to ensure the smooth running of the service they provide.

#### Accountability

- The post holder is expected to proactively develop a professional manner and to maintain a calm and professional working environment.
- The post holder is expected to create an excellent first impression for visitors and to provide a strong customer-oriented service.
- You will be privy to sensitive and confidential information and as such is expected to maintain high levels of confidentiality.

Dimensions of the role

- The Faculty Administrator will work closely with the, EA to the Pro-Vice Chancellor Executive Dean & Director of Faculty Operations (DOFO) and other professional service staff within the Faculty.
- The post holder does not have any budgetary or supervisory responsibility.
- The post holder will take a flexible approach to support school and faculty activities as and when required. They will work closely with other Faculty/school administrators, PA's, receptionists, and faculty

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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		
GCSE Level English and Maths or equivalent, plus relevant workexperience.		E
Technical Competencies (Experience and Knowledge)	Essential/ Desirable	Level 1 2
Previous experience of working in an administrative role	E	2
Excellent IT Skills (eg. Word, Excel, Outlook, PowerPoint, TEAMS, Zoom, SharePoint etc.) and ability/willingness to learn bespoke software systems	E	2
Experience of minute taking, working to tight deadlines and managing upwards	D	1
Ability to handle sensitive information in a confidential manner	E	1
Experience of the Higher Education Sector and/or a basic awareness of the activities of the University	D	n/a

Special Requirements: This role will be required to work on site for a minimum of 3 days per week with an option to work remotely for 2 days week with agreement from the line manager and in line	Essential/ Desirable
Willingness to provide administrative assistance and/or cover for other members of the Faculty administrative team, working flexibly to achieve key objectives. On occasion there may be a	E
Core Competencies	Level 1-3
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>	

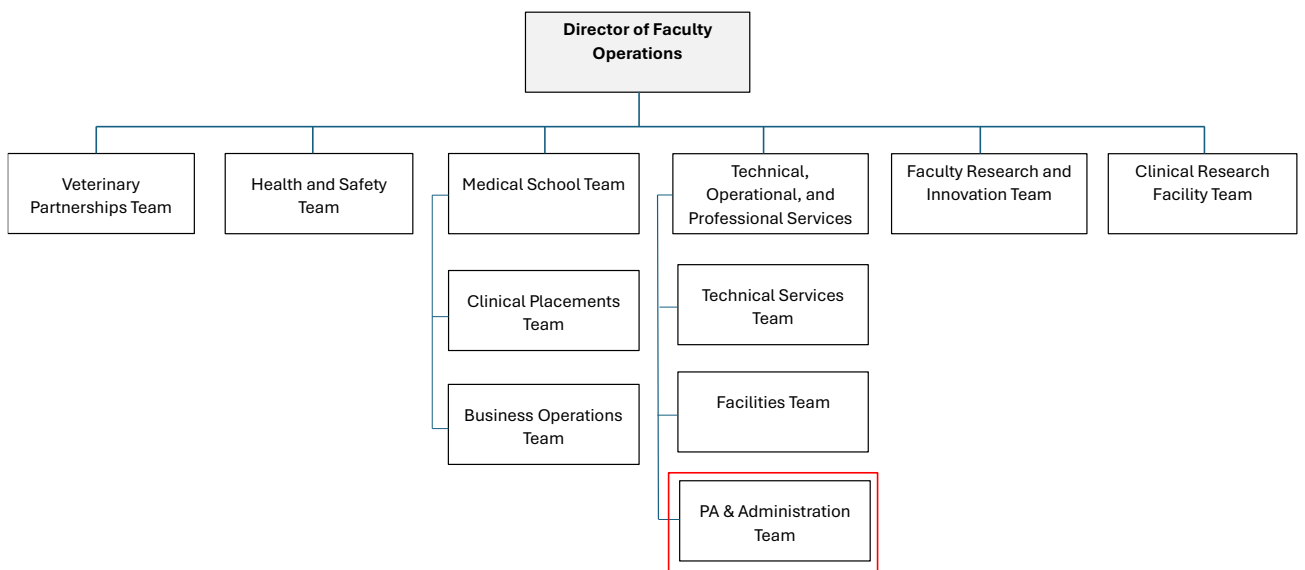
Background Information

The Faculty of Health and Medical Sciences comprises five schools, School of Biosciences, School of Health Sciences, School of Medicine, School of Psychology, and School of Veterinary Medicine, all working together as part of a 'One Health' vision, to provide interdisciplinary research, innovation and teaching in human and animal health.

The Faculty is the second largest in the University, with 2000 full-time and nearly 2000 part-time students. Within the Faculty, our Food Science programme is ranked 1st place in the Complete University Guide 2026, with Veterinary Medicine ranked at 4th, and Paramedic Science fifth. In the Guardian University Guide 2026, Sports Science is ranked 6th, Nutrition and Food Science 7th, along with Veterinary Science. And The Times/Sunday Times Good University Guide 2026 ranks Food Science 2nd, Veterinary Medicine 5th, and Sports Science 7th. Our Nursing is ranked 11th in the UK according to the QS World University Subject Rankings 2025.

As well as expertise in learning and teaching in Biosciences and Health Sciences, our faculty is also widely recognised for world-class research. In the latest UK research excellence framework (REF 2021) we have increased our overall research quality ranking by 12 places to 33rd in the UK and for research power we are 6th for Health professions. Our research has led to improved understanding and treatment of diabetes, cancer, addiction, cardiovascular and infectious diseases. In addition, we have world-leading research in sleep and chronobiology and systems biology.

Department Structure Chart



## Relationships

### Internal

- Executive Assistant to the Pro-Vice Chancellor Executive Dean & Director of Faculty Operations (DOFO)
- Faculty PA's, School Administrators and Receptionists
- Heads of Discipline
- Heads of School
  
- Faculty Operations Managers
- Director of Faculty Operations
- Faculty HR Team
- Faculty Executive Office
- Central services (HR, Finance, Facilities, Estates, Catering etc.)
- Student Services / Recruitment and Admissions
- Students

### External

- Visiting staff and students
- Partner organisations / institutions/stakeholders/Research Funding Bodies
- Suppliers / service providers/Event & Conference Organisers