Post Details	Last Updated:	01/09/2015
Faculty/Administrative/Service Department	Faculty of Engineering and Physical Sciences / Institute for Communication Systems	
Job Title	Administrative Assistant	
Job Family	Professional Services	**Job Level**	2b
Responsible to	Centre Administrator	
Responsible for (Staff)	N/A	

Job Purpose Statement The post holder will provide professional administrative support in order to contribute to the efficient and effective operation of the Centre, especially regarding to all matters related to PhD Students in ICS (applicants and existing ones). The main focus for this post is to be the first point of contact for PhD Students, prospective applicants as well as visitors to the Institute and to handle enquiries, giving guidance and advice where possible or transferring them to the correct area of expertise.

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)

N.B. The above list is not exhaustive.

To be responsible for the administration of issues related to the Institute's PhD students, including:

1. Processing and monitoring all PhD Applications for ICS, dealing with all enquiries related to these, forwarding appropriate completed paperwork to the Director for all student Application Offers. Maintaining constant communication with students until their acceptance and arrival to the Institute. Ensuring that applicants submit their research proposals with their applications according to the research areas established for each academic within the Institute.
2. Dealing with any other issues related to existing students (status, supervisors), arranging student interviews (monitoring, and reporting to Faculty), monthly, six monthly and annual reviews (including internal six month assessments for new students and new internal requirements before submitting a thesis, e.g. list of publications). Arranging Confirmations and PhD Vivas.
3. Assisting with planning by liaising with Academics on prediction of status of students (i.e. finishing, continuing, new applications, etc). Maintaining accurate records on all student issues and providing necessary reports (for Director and the Centre Administrator).
4. Representing the Institute at relevant Faculty Administration Meetings and establishing and maintaining close links with the University's Central Administration and in particular the Post Graduate Research Office and its administrative functions.
5. Providing high level secretarial and administrative assistant and exercising initiative on confidential and sensitive matters. Supporting the smooth running of the Institute by liaising with other members of the team to maintain a good relationship, communication and knowledge sharing.
6. Assisting with the organisation of hosted European and UK project meetings, conferences, seminars, workshops (travel, venues, catering, social events and registration of delegates). Ensuring the supporting paperwork is in place.
7. To take full responsibility in assisting the director of ICS in the absence of the Centre Administrator and PA to the Director as per their activities, including supervision of any other member of support staff.
8. Assisting with hospitality and general administration issues for the Centre (including data entry, stationary and kitchen supplies, post, travel arrangements, etc)

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.
- Carry out additional ad-hoc duties as requested by the Centre Administrator

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 role requires a working knowledge of the systems, processes and operating environment and they must therefore be able to exercise sound judgement and initiative, and in particular to provide a professional interface with PhD students, industrial partners & academia.

Problem Solving and Decision Making

- The post holder will be required to work within established processes and procedures with a minimum of day to day supervision. Problems will typically be of a routine nature but will require some judgement in order to find a resolution. Established precedents and custom and practice will determine how most problems are resolved and, although work actions are well defined procedurally, there will be some scope for determining the sequence of work undertaken. The post holder will be expected to refer more complex or unusual issues to the Centre Administrator.
- The post holder must have the determination to see a job through to completion or to refer back to line management if there are insurmountable problems.

Continuous Improvement

- The post holder is expected to identify and suggest to their line manager any improvements or developments to current working practices and to develop new and improved ways of working.

Accountability

- The post holder is responsible for processing and monitoring all PhD Applications for ICS, dealing with all enquiries/queries related to theses, forwarding appropriate paperwork to the Director and Academics for all student application offers; maintain constant communication with students until their acceptance and arrival to ICS.
- The post holder reports on a weekly and monthly basis to the Director on all (i) live applications and (ii) funding committed for Scholarships both for new starters, as well as existing PhD students (from central and research project sources). They will also keep records of attendance to conferences to ensure that students are funded for at least one international conference during their PhD studies.
- The post holder deals with any other issues related to existing students (transfers, PhD Vivas, changes to status, supervisors, and arranging student reviews (monitoring, and reporting to faculty).
- The post holder is responsible for ensuring that the administration of issues relating to the Institute's PhD students is carried out effectively, efficiently and within agreed timescales.

Dimensions of the role

- The post holder is responsible for assisting the director of ICS in the absence of the Centre Administrator or PA, exercising initiative and judgement on confidential or sensitive matters.
- There are no financial or staff responsibilities.
- A team player who communicates well at all levels both within the University and outside agencies is needed.

Supplementary Information

- In performing their duties the post holder must be aware and compliant with university regulations. They are responsible for providing excellent customer service both on the telephone, via email and in person to students, staff and external associates and to respond to their enquiries in a courteous and helpful manner.

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 (numeracy and literacy) or equivalent, or relevant work experience/vocational qualifications. Or some relevant work experience in a similar or related role.		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 IT skills (Microsoft Office, email and databases)	E	2
Accuracy and attention to detail	E	1
A proactive approach, with the ability to use initiative in dealing with issues as well as a flexible approach to work, able to multitask, satisfying the needs to different groups e.g. – students, staff, etc.	E	1
Ability to work independently in relation to less routine activities	E	2
Experience of the Higher Education sector	D	n/a
Familiarity of Webpage design and maintenance	D	n/a

Special Requirements:	**Essential/ Desirable**

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	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

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 post holder will be the Faculty's representative when dealing with outside agencies and their professional approach must reflect this.

ICS is the largest and most well-known academic research centre in Mobile and Satellite Communication Systems in the UK. The Institute was set up in 1996 as one of a number of autonomous research centres at the University of Surrey and now houses some 130 researchers including 50 members of staff and 80 PhD students.

ICS's research areas include:

-   B3G and 4G Mobile Communications
-   Femtocells
-   Wireless Sensor Networks
-   5G Innovation Centre
-   Satellite Broadcast Systems and Communications
-   Future Internet
-   Internet of Things (IoT)
-   ICS is an established Research Centre with excellent facilities, and close links with many national and international industrial companies, leading international research groups, and has an excellent computing and software infrastructure for first class research.

Department Structure Chart
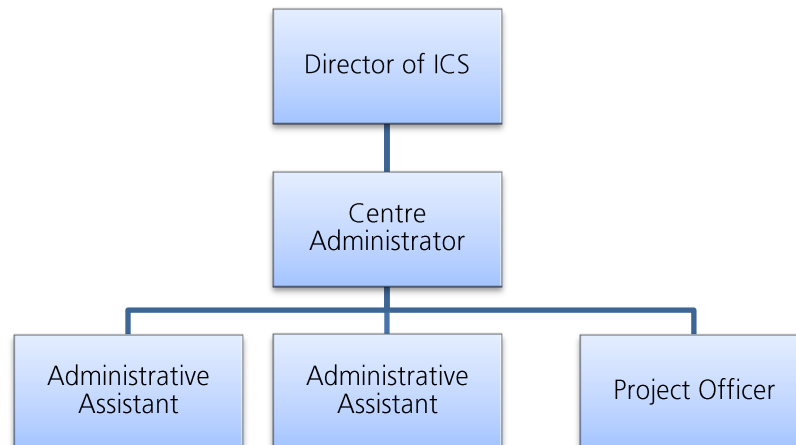
Relationships

Internal

-   Close working relationship with the Centre Administrator
-   Current PhD students
-   Academic staff

External

-   Prospective students
-   Industry partners
-   Outside agencies