

Post Details		Last Updated: 29/07/2020	
Faculty	Faculty of Arts & Social Sciences (FASS)		
Job Title	School Administrator		
Job Family	Professional Services	Job Level	Level 2B
Responsible to	School Administrative Officer		
Responsible for (Staff)	N/A		

Job Purpose Statement To provide a full administrative support service to the School Administrative Officer and to facilitate the operation of effective administrative processes and procedures within the School that underpin its full range of academic activities.

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)

1. Provide support to academic staff requiring administrative support in connection with research, teaching, administrative services, events
2. Provide administrative and organisational support for helping to run School events, liaising with visitors to the School, assisting with travel
3. Answer and appropriately deal with phone calls and emails addressed to the School
4. Provide administrative, calendar and communications support to designated senior managers
5. Draft and send announcements about academic or administrative matters to the School staff and students, in consultation with the School Administrative Officer
6. Assist with processing and keeping track of expenses and budgets within the School
7. Assist with office matters as needed, helping to improve processes and procedures
8. Responsibility for tasks and projects in support of School activities as directed by Line Manager, note taking and assisting with committee meetings, responsibility for actions flowing from these

N.B. The above list is not exhaustive.

Problem Solving, Accountability and Dimensions of the Role

The post holder has specific responsibility for the provision of administrative services within a clearly defined sector of work. They will carry out tasks within a set of established operational guidelines and procedures with minimum day-to-day supervision from their Line Manager. The post holder will work with some independence and initiative in order to arrange their immediate work priorities without supervisory approval, provided key deadlines and work objectives are met.

The post holder will act as a first point of contact for academic staff within the School requiring administrative support for academic activities (research and/or teaching or events support), as well as for staff across the Faculty or wider University wishing to contact members of the School's academic staff. They are expected to field calls effectively and to respond to incoming enquiries efficiently, ensuring that any required action is taken. The post holder is required to take clear, concise and accurate minutes of School committees and must be able to follow these up with written and verbal communications with a high degree of professionalism and clarity. Following a variety of School meetings and discussions with the School Administrative Officer, the post holder is required to accurately note action points and to take responsibility for ensuring that these are carried out in a timely manner.

Within the scope of the role the post holder will be presented with a variety of situations, administrative or "customer" focused in nature, where the most appropriate course of action(s) will be a matter of choice, influenced by prior exposure or professional experience. The post holder will be expected to deal with less routine queries/issues or circumstances, and assist staff in finding the most appropriate resolution to these, although more complex problems can be referred to their Line Manager for consultation, guidance or resolution. The post holder will be expected to assist their Line Manager in reviewing administrative procedures and process and recommending improvements, as well as implementing them in consultation with their Line Manager.

The post holder will be privy to sensitive and confidential information and as such is expected to maintain high levels of confidentiality

The post impacts across the Faculty in terms of its provision of service and promoting a positive image of the School. The post does not hold any budgetary responsibility, but the post holder will assist with processing and keeping track of expenses and budgets within the School.

The post holder is responsible for providing a full administrative support service for the School Administrative Officer and designated other senior managers within the School. This includes assisting with calendaring of meetings and events, communications and expenses. From time to time, the post holder will be asked to carry out projects and tasks in support of the School's academic activities as directed by their Line Manager. The post holder is expected to maintain good working relationships with university staff and students alike.

Further Key Responsibilities:

- Act as a first point of contact for academic staff with queries relating to general administration support ensuring all queries are dealt within a helpful and courteous manner. Also act as a point of contact for academic staff when they are away from the Faculty, taking messages as necessary and ensuring that this information is passed on to the academic.
- The post holder will be responsible for diary management for the Deputy Dean to screen email and general inquiries making judgments on whether to action or forward directly, while ensuring follow up action to queries as needed.
- Raising purchase requisitions where appropriate, placing orders with suppliers within University policy, receiving goods, and goods-receipting purchase orders. Responsible for School purchase card jointly with School Administrative Officer and reconciliation of expenditure with receipts.
- Service School committees as required, sending out agendas, minute-taking and following up on actions identified.
- Organise the preparation of documents (using MS Word, Excel, Powerpoint, Outlook); including formatting and distribution in accordance with applicable regulations. Produce and prepare high quality documents for staff and events
- Make arrangements for visitors to the Faculty, liaising with other University Departments and external bodies as appropriate and ensure that all arrangements are dealt with in a timely manner.
- Maintain the School's filing system relating to administration, maintaining stationary stocks including ordering business cards and organising printing and binding and procuring teaching aids on behalf of the academic staff.

N.B. The above lists and descriptions are 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

- Work flows from Line Manager plus School staff; some standing projects to be carried out throughout the year
- Planning workflow over the course of weeks, months and annually

Problem Solving and Decision Making

- Independent thinking, problem solving, investigation and consultation are essential to the role
- A high degree of independence is expected on projects and tasks assigned by Line Manager
- Essential to be a self-starter, self-organiser, while also remaining flexible because of the dynamic and quickly changing nature of the workflow within the School

Continuous Improvement

- Policy changes to be made in consultation with the School Administrative Officer
- Operational improvements within processes within the post holder's sole remit can and should be made directly

Accountability

- The post holder will usually have regular (even daily) communications with the School Administrative Officer regarding tasks and projects
 - Regular meetings are expected with the School Administrative Officer (roughly every 2 weeks or some other frequency set with the School Administrative Officer) to set work priorities for the post holder and to determine events, projects, meetings, tasks or other standing items for the School that need attending to.
- **Dimensions of the role** The role involves regularly liaising with and handling queries from c. 30 Law School staff
 - In consultation with the Line Manager, from time to time the post also involves dealing with issues arising from the Graduate programme (c. 25 students) and the Undergraduate Programmes (c. 650 students).

Supplementary Information

- This is a dynamic and fast-moving role requiring excellent organisation, communication and people skills. It requires fast responses to email and phone queries from staff, and it requires flexibility and unexpected changes in work flow and priorities as the nature of the academic work within the School requires.
- Good problem solving skills and diplomacy skills in liaising with colleagues and students are a necessity.

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.

GCSE Level English and Maths (Grade C/4 or above) or equivalent qualification

E

Word, Excel, Windows, Power Point, Microsoft Outlook proficiency

E

CLAIT plus, ECDL extra, IT Plus L2, C&G L2 Word or equivalent qualification

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**

Previous experience of working in an administrative/secretarial role

E

n/a

Excellent IT Skills (MS Word, Excel, Outlook, Power Point)

E

2

Accuracy and attention to detail

E

2

Ability to handle sensitive information in a confidential manner

E

1

Experience of the Higher Education Sector and/or a reasonable awareness of the activities of the University

E

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

1

Continuous Improvement

1

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.

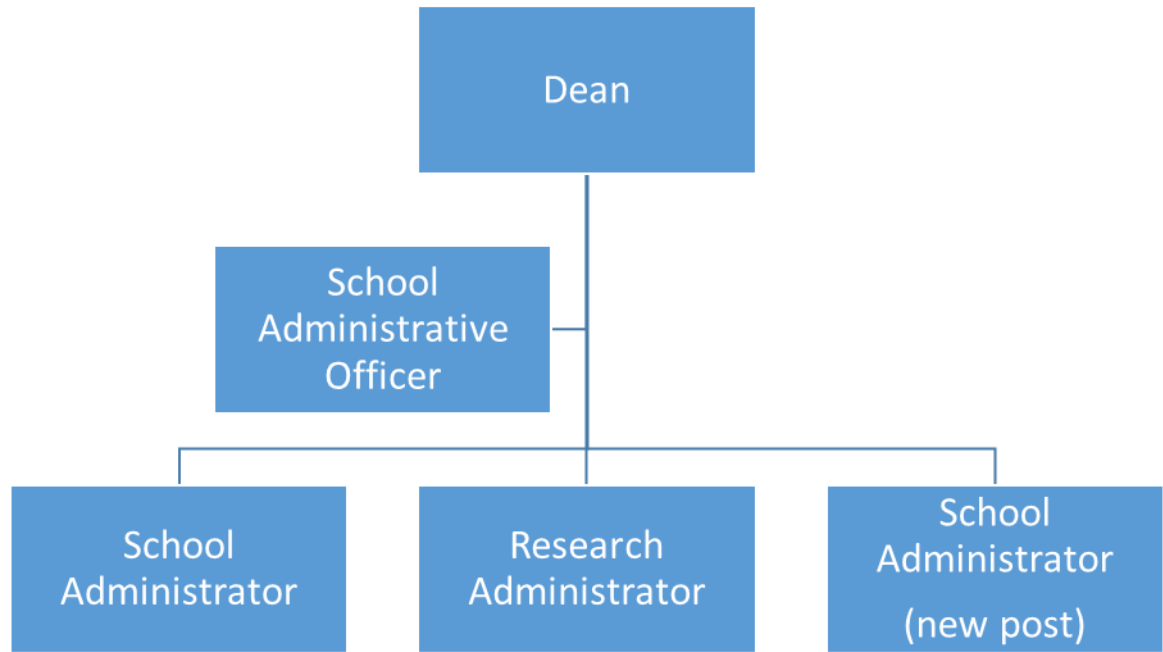
Organisational/Departmental Information & Key Relationships

Background Information

The Faculty of Arts & Sciences is one of three Faculties across the University of Surrey. The School Administrator provides administrative support and guidance for academic staff within the School.

The post holder works closely with the other School/Department Administrative Assistants, as well as other Faculty Staff, Students and the Executive Assistant to the Dean of Faculty, to whom they will have recourse for administrative processes beyond the scope of the School Administrative Officer. In addition, they will liaise with other Departments across the University including Hospitality/Catering Services, Accommodations, the Library, Security, Estates and others in order to exchange information for organizing meetings or making arrangements for visitors to the School or University. Externally the post holder will help liaise with staff from other Higher Education Institutions and guests when they visit the School.

Department Structure Chart



Relationships**Internal**

- School Administrative Officer
- School Administrator
- Research Administrator
- Dean
- Deputy Dean
- School Manager
- Departmental Heads
- All central Services

External

- Executive Assistant to Dean of Faculty
- Other Department Administrative Assistants