

Post Details		Last Updated: 08/03/2016	
Faculty/Administrative/Service Department	Department of Mathematics, Faculty of Engineering & Physical Sciences (FEPS)		
Job Title	Department Administrator		
Job Family	Professional Services	Job Level	Level 3
Responsible to	Head of Mathematics		
Responsible for (Staff)	n/a		

Job Purpose Statement

To assist the Head of Mathematics in all matters relating to the administration of the Department and to represent the Head of Department to the Faculty on such matters. The post holder supports first the Head of Mathematics and thereafter, other academic staff on all matters relating to the academic teaching and research activities and initiatives of the Department. In addition they also provide support and guidance to Postgraduate Students, ensuring effective management of postgraduate administration. They are responsible for ensuring that the administrative requirements of the Department are implemented effectively and maintained in accordance with the Faculty's and University policies and procedures.

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. To support the Department Head managing travel arrangements, meeting requests, dealing with enquires, supporting guests and visitors and taking forward actions.
2. Assist the Department Head in monitoring expenditure against the NSR and equipment budgets, highlighting any potential issues.
3. Assist the Department in meeting and event planning, liaising with internal and external stakeholders, arranging dates, venues, catering, travel etc.
4. Support the Department in managing recruitment. Plan for the arrival of new starters and leavers (staff, visitors and postgraduate students), organise office / desk space, equipment and assist with the Departmental Induction.
5. Manage the departmental PGR processes, acting as the first point of contact for the Research Degrees Office and assisting the Postgraduate Director in progressing and maintaining forms and paperwork for postgraduate studies, and maintaining records for applicants and existing students.
6. To provide effective advice and support to staff and students in the Department on administration matters, including but not limited to travel, expenses, facilities, Departmental returns and staff absence.
7. Oversee the planning and allocation of space and facilities in the Department, working alongside the Front Office team for advice and assistance with problems and issues.
8. Ensure the Dept. / Centre website / intranet is maintained, updating staff and student information and publishing material as required.

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 Department Head and Faculty.
- Requests for work and information will arise from a variety of stakeholders, including (but not limited to) the Department Head, staff, students, visitors, Faculty and University staff. The post holder will be expected to review, prioritise and respond to these requests using their experience 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 Department 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 Head of Department.

Continuous Improvement

- The post holder may also 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 on occasion be required to implement these, after consultation with their line 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, making reference to them to resolve problems and issues as they arise.

Dimensions of the role

- The Department has approximately 40 academic staff and RA's, and 25 PGR students.

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/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**

Good 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 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

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 Adaptability / Flexibility Customer/Client service and support Planning and Organising Continuous Improvement Problem Solving and Decision Making Skills Managing and Developing Performance Creative and Analytical Thinking Influencing, Persuasion and Negotiation Skills Strategic Thinking & Leadership	2 2 2 2 2 2 1 1 1 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>	
Organisational/Departmental Information & Key Relationships	
<p><u>Background Information</u></p> <p>The Department of Mathematics currently comprises around 40 academic and research staff, 25 postgraduate students and around 400 undergraduate students.</p> <p>The Department Administrator supports the Head of Mathematics, as well the academic and research staff of the Department, liaising with Faculty and University administrators and service departments and with external contractors and suppliers;</p> <p>The post is a key link with the Faculty and University and the post-holder will work closely with the staff from within the Faculty (Finance, HR and Facilities) as well as Student Services teams and Finance.</p> <p>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.</p>	
<p><u>Relationships</u></p> <p><u>Internal</u></p> <ul style="list-style-type: none"> • Department Heads • Staff and students • Executive Office • Faculty HR Team • Central services (finance, facilities etc.) • Faculty staff (e.g.: Facilities) • Faculty Manager • Student Services / Admissions • Research Degrees Office <p><u>External</u></p> <ul style="list-style-type: none"> • Visiting staff and students • Partner organisations / institutions • Suppliers / service providers 	