

Post Details		Last Updated: 01/09/2021	
Faculty/Administrative/Service Department	Faculty of Engineering and Physical Sciences Institute for Communication Systems		
Job Title	PhD Administrator		
Job Family	Professional Services	Job Level	2b
Responsible to	Institute Manager		
Responsible for (Staff)	N/A		
<u>Job Purpose Statement</u>			
<p>The post holder will provide professional administrative support regarding all matters relating to the PhD student journey and experience, for applicants and existing students, from the first point of contact for prospective applicants, working closely with the Admissions Team, through to their confirmations and vivas.</p>			
<u>Key Responsibilities</u> 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)			
<ol style="list-style-type: none"> 1. The processing and monitoring of all PhD applications for ICS. Forwarding the appropriate paperwork to the Director for all Student Applications and offers and maintaining constant communication with students until their acceptance and arrival at the Institute. As part of this, ensuring that all students have the necessary IT set up and desk allocations and follow a set process of induction on starting. 2. Working closely with the Finance Manager on funding, where applicable. 3. Ensuring that applicants submit their research proposals with their applications according to the research areas established for each academic. 4. 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, new internal requirements before submitting a thesis and arranging Confirmations and PhD Vivas. 5. Working closely with the academics to assist with any new applications, planning, predictions of status of students, etc. 6. Maintaining accurate records for all students and providing reports for the Director and Institute Manager as required. 7. Representing the Institute at relevant Faculty Meetings, eg. PhD Workshop and establishing and maintaining close links with the University's central student administration, in particular the Post Graduate Research office and its administrative functions. 8. Supporting the smooth running of the Institute by working with other members of the Admin Team where needed, eg. assisting with the organisation of hosted European and UK project meetings and workshops, VIP visits and liaising with industry partners. 			
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 role requires a good working knowledge of the systems, processes and operating environment at the University. This individual must therefore be able to quickly familiarise themselves with these systems and exercise sound judgement and initiative during decision making.
- In particular they must provide a professional interface with PhD Students, University departments, industrial partners and academia, working closely with the Admin Team and Project Accountant on any financial matters.

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 customs and practices will determine how most problems are resolved and although work actions are well defined procedurally, work will need to be prioritised accordingly. The post holder will be expected to refer more complex or unusual issues to the Academic Supervisors and/or Institute Manager.
- 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 these, forwarding the appropriate paperwork to the Director and Academics for all student application offers, maintaining constant communication with students until their acceptance and arrival at 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 at conferences to ensure that students are funded for at least one international conference during their PhD studies.

<p><u>Dimensions of the role</u></p> <ul style="list-style-type: none"> The post holder is responsible for assisting the Director in the absence of the Institute Manager, exercising initiative and judgement on confidential or sensitive matters. The post holder may need to provide cover for Reception when required. There are no financial or staff responsibilities. A team player who communicates well at all levels both within the University and outside agencies as well. 		
<p><u>Supplementary Information</u></p> <ul style="list-style-type: none"> In performing their duties, the post holder must be aware of 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. 		
<p>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.</p>		
<p>Qualifications and Professional Memberships</p>		
<p>Vocational qualifications plus several years relevant work experience. Or: Learning gained through work experience of a number of years. Will include short courses and other formal training.</p>		E
<p>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). With 3 being the highest.</p>	Essential/ Desirable	Level 1-3
Excellent IT skills (Microsoft Office, email and databases)	E	3
Accuracy and attention to detail	E	3
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 of different groups, eg. Students, staff, external associates, etc.	E	3
Experience in a similar role in a Higher Education sector	D	n/a
<p>Special Requirements: N/A</p>		Essential/ Desirable
<p>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.</p>		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 University of Surrey ranks in the top 10 of UK University league tables.

The Institute of Communication Systems, home of 5GIC is one of the largest and most well-known academic research centres in Europe. Our Institute is dedicated to advanced research and development of new technologies and solutions. It has excellent facilities and houses some 120 researchers, staff members and PhD Students.



Relationships Internal

- Director of ICS
- Institute Manager
- ICS Staff
- PhD Students
- Post Graduate Research Degrees Office
- Doctoral College

External

- Prospective students
- Industry Partners
- External stakeholders