ROLE PROFILE

Job Title: Senior Administrative Manager

School/Department: School of Law

Job Family and Level: Administrative, Professional and Managerial Level 4

Contract Status: Permanent

Hours of Work: Full-time (36.25 hours per week)

Location: Law and Social Sciences Building, University Park Campus

Reporting to: School of Law Operations Manager

The Purpose of the Role:
The purpose of this role is to manage, co-ordinate and oversee a range of key administrative areas to ensure that the School of Law is successful in meeting internal and external requirements. This will include co-ordination and development of service delivery with other APM staff and academics and leading and delivering specialist projects and initiatives, both as an individual and collaboratively. In addition, the role holder will support the School Operations Manager on resource monitoring and management, policy/strategy development and delivery and will deputise for the School Operations Manager as required.

The role-holder will be expected to take a lead role in the School to ensure efficient and effective administrative management, which will include identifying the need for and implementing operational change. This will involve building and maintaining excellent working relationships with colleagues (within and outside the School) and will include liaising and negotiating with staff who are in a more senior position than the role holder. The role holder will be a senior member of the APM team, will manage APM Level 2 staff and will be expected to supervise and manage staff who are working on specific tasks/projects with her/him.

Main Responsibilities

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1. **Management, oversight and co-ordination of Service delivery and development**

   To manage, co-ordinate and provide specialist support, advice and guidance on a broad range of key functions within the School. Areas of responsibility will include:

   - Working closely with the Senior Tutor, Disability Liaison Officer and Welfare Officer to manage student support processes, for example the Extenuating Circumstances and Support Plan processes.
   - Managing personal tutor arrangements and supporting the Senior Tutor to follow up issues raised by students and individual personal tutors.
   - Overseeing and acting as the central liaison point for Academic Appeals and Academic Misconduct.
   - Working closely with Programme Directors to manage curriculum development processes.
   - Generating, analysing, providing and presenting management information and data for a range of purposes, including School decision-making, School reviews/audits, Annual Monitoring Reports, TEF Reports etc.
   - Developing, overseeing and co-ordinating the support for and provision of advice to academics on pre-award research bid administration (including costings), post-award
administration and project closure, ensuring that bids are managed in accordance with funder requirements.
- Managing the School’s teaching allocation, marking and assessment allocation and timetabling processes (including in-School timetabling).
- Managing the recruitment and selection of and support for (including induction and training) postgraduate research student (PGR) and casual teachers.
- Managing the budget and payments in relation to PGR and casual teachers.
- Managing the workload planning process, including ongoing monitoring of workload and dealing with issues raised by academic staff in relation to workload.
- Line managing the School’s APM Level 2 staff, including recruitment, delegation of work, training, professional development, performance development review, managing and monitoring sickness absence, liaising with HR etc.
- Supervising and managing School APM staff who are working on specific tasks/ projects.

2. **Operations Support**
   To work closely with the Operations Manager on underpinning School operations to ensure the effective delivery of excellent administrative support services for the School. This will include:
   - Development and delivery of policies and strategies.
   - Budget planning and financial management.
   - Resource and operational planning.
   - Deputising for the Operations Manager as and when required.

3. **Leading and delivering specialist projects and initiatives**
   To work with the Operations Manager and other colleagues to successfully plan, manage and co-ordinate a range of short and long-term activity to comply with University and external requirements and support delivery of the School Strategy. Areas of responsibility will include:
   - Developing and managing project plans, schedules and documents.
   - Organising and managing project (including budgets) and administrative resource as needed.
   - Stakeholder engagement and collaboration.
   - Reviewing risks and benefits of activity.
   - Implementing actions and monitoring of progress.
   - Drafting and/or writing reports and other required documentation.
   - Evaluating initiatives.
   - Reporting to relevant senior members of staff on effectiveness and success.
   - Providing support and guidance to colleagues involved in projects and initiatives.
   Projects may include new initiatives or requirements (eg GDPR) and regular activity such as Annual Monitoring.

4. **Management of operational change and relationship management**
   To build and maintain effective relationships and work with the Operations Manager, other colleagues within the School and professional services colleagues inside and outside the School (e.g. Admissions, Student Services) on process changes/improvements and to resolve issues. Areas of responsibility will include:
   - Driving the development and maintenance of positive, effective and productive working relationships with Student Services.
   - Proactively identifying gaps/ areas for improvement and working collaboratively with stakeholders to identify options and appropriate solutions, make recommendations and to deliver changes needed.

5. Any other duties appropriate to the grade and role.

### Knowledge, Skills, Qualifications & Experience

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<th>Qualifications/Education</th>
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<td>Relevant degree or professional qualification, or equivalent, plus some hands on experience in a similar or related role.</td>
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<th>OR</th>
<th>Proven track record of extensive relevant work experience, demonstrating practical and theoretical knowledge of the field of work.</th>
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| Knowledge/ Skills/ Training | High level of IT skills, including MS Word, Excel, Outlook and internet.  
Analysis and problem solving capability.  
Excellent written and verbal communication skills and interpersonal skills.  
Excellent planning and organisational skills.  
Effective influencing and negotiation skills.  
Ability to line manage and supervise staff.  
Ability to understand budgets and interpret financial information.  
Ability and confidence to make decisions independently. |
| | Awareness of current and future activities of the University relevant to the role. |
| Experience | Experience of working/responding independently and dealing with unforeseen problems and circumstances in a complex environment.  
Experience of establishing new and improving existing administrative systems and procedures.  
Experience of communicating effectively with staff at all levels (including senior staff) and working collaboratively with colleagues.  
Experience of defining priorities and work flexibly and effectively under pressure to meet demanding and often conflicting deadlines.  
Experience of managing and delivering projects involving multiple stakeholders.  
Experience of working in a busy office environment where several tasks need to be undertaken simultaneously and decisions need to be made quickly with confidence. |
| Other | An understanding of and commitment to equality, diversity and inclusion in a University context.  
Possess a commitment to delivering a high quality professional service.  
Be empathetic and show awareness, understanding and sensitivity to others’ concerns.  
Flexible attitude to working hours at busy periods.  
Ability to work in a team environment, supporting colleagues and sharing expertise. |

*The University of Nottingham strongly endorses Athena SWAN principles, with commitment from all levels of the organisation in furthering women’s careers. It is our mission to ensure equal opportunity, best working practices and fair policies for all.*