ROLE PROFILE

Job Title: Senior Administrative Officer (UG Education and Student Experience)

Department: Nottingham University Business School

Job Family & Level: Administrative, Professional and Managerial (APM) Level 3

Contract Status: Permanent

Hours of Work: Full-time, 36.25 hours per week
Monday - Friday - 8.45 am - 5.00 pm

Location: Nottingham University Business School, Jubilee Campus

Reporting to: Skills and Development Manager

Job Outline:
This role is multi-faceted and the role holder will work with senior management to support the Education and Student Experience (ESE) function and strategic aims within the Business School. The role, which will work closely with the Skills and Development Manager (SDM), will include the delivery of senior administrative support and assistance with projects and initiatives to continually improve the Undergraduate student experience.

Main Responsibilities

<table>
<thead>
<tr>
<th>Main Responsibilities</th>
<th>% time per year</th>
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<tbody>
<tr>
<td>1. UG Programme and Quality Assurance Support</td>
<td>55%</td>
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To provide programme and quality assurance support, liaising closely with Student Services and ensuring that School-based responsibilities are addressed alongside those covered by Student Services in order to ensure successful delivery of programmes to all UG students.

- To provide support for the various programmes and activities run for NUBS UG students by the Skills and Development Manager such as but not restricted to: taking a proactive lead in managing all administrative aspects to successfully support the Professional and Academic Development Module and Nottingham Advantage Award modules such as, Professional and Development for Leadership and Management and Enactus. This includes the setting up and modification of appropriate systems and procedures, monitoring and recording attendance and liaising with students to ensure successful delivery.

- **Finance/Monitoring Budgets** – liaison with Financial Management in relation to purchase orders, invoices/payments and to be responsible for keeping a record of all financial spend, monitoring this against set budgets relating to various activities.

- **UG Learning Community Forums** – to participate in the Learning Community Forums and to liaise with Students Services and members of the School to ensure action points are addressed and escalated as required.

- **National Student Survey (NSS)** - Support the Skills and Development Manager with NSS activities and promotion to help increase School NSS participation. To include supporting and attending School NSS meetings, taking minutes and following up
actions, liaison with Programme and Course Directors tutors and students, organising events and activities with SDM.

- **UG Induction** – in conjunction with Student Services, to assist with the arrangement of induction events. To liaise with student services on the use of student ambassadors at induction.

- **Quality Assurance** – working with the School’s Education Manager, to be responsible for providing support for quality assurance activities, including the annual monitoring review, (AMR), process for the UG programme. To service the AMR meetings with responsibility for collating and distributing documentation, producing accurate minutes and following up action points.

- **External Examiners**: to coordinate external examiner School processes relating to the appointment of external examiners, the coordination of reports and responses, the setting of fees and processing of expenses.

2. **Project Support for Education and Student Experience Initiatives**

(Please note that some working outside of normal office hours will be required to support many of the events below)

- **Student Societies and Groups working with the School**, assisting with room bookings, collating information, emailing students, booking catering, updating Moodle page for the Nottingham Advantage Award (NAA).

- **UG Student Prize-giving** – to provide support for prize giving, which involves liaison with Student Services and academic staff to identify recipients. Also to liaise with sponsors to arrange payment of prizes and arrange prize giving events.

- **Buddy Scheme** – assisting with recruitment of students, setting up training session, booking rooms, catering, emailing, updating Moodle site and recording attendance.

- **Events and Competitions** – to assist with the planning and organisation of events and competitions, including contacting students, contacting external organisations, travel, arranging catering and room bookings, copying and collating materials, updating websites to include Facebook, Twitter and Moodle.

- **Graduation Events** – to work with the SDM and students to arrange events such as the Graduation Balls, Graduation Ceremony events and Graduate Year books.

- **Careers** – to support work with UG Careers initiatives, liaising with CES staff to promote Employer Programme and careers activities for NUBS UG students. Creating and sending out weekly newsletter.

- **Placements** - Supporting Skills and Development Manager and School Placement Manager to run placement initiatives, manage and monitor students on placement.

3. Any other duties appropriate to the grade and role.
### Knowledge, Skills, Qualifications & Experience:

<table>
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<tr>
<th>Qualifications/Education</th>
<th>Essential</th>
<th>Desirable</th>
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<tbody>
<tr>
<td>HNC or HND in a relevant subject, or equivalent qualifications/certification, plus considerable experience in a relevant role(s)</td>
<td>OR</td>
<td>Broad substantial relevant experience demonstrating development in a series of progressively more demanding, relevant work.</td>
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<tr>
<td>Qualifications/Education</td>
<td>Skills/Training</td>
<td>Experience</td>
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<tr>
<td>Well-developed written and verbal communication, organisation and planning skills.</td>
<td>Experience of arranging travel itineraries, including booking travel and visa applications.</td>
<td>Considerable experience in a similar role.</td>
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<td>Excellent IT skills with experience using Microsoft Office packages including Word, Excel, Access and Outlook or similar.</td>
<td>Knowledge of University procedures.</td>
<td>Experience of developing strong working relations with a range of individuals in an organisation.</td>
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<td>Highly organised with the ability to prioritise and a diverse workload to meet pre-determined deadlines.</td>
<td>Administrative experience requiring a minimum level of supervision.</td>
<td>Experience of providing a high level of customer service/facing operational role from within a complex and diverse organisation.</td>
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<td>Ability to communicate at all levels and demonstrate an understanding of a multi-cultural environment.</td>
<td>Experience of relationship management with external stakeholders.</td>
<td>Experience of managing a diverse workload.</td>
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<td>Ability to work on own initiative, whilst also working as part of a team.</td>
<td>Other</td>
<td>Committed to working as part of a team in a shared office environment.</td>
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<tr>
<td>Ability to work accurately with attention to detail.</td>
<td>Ability to multi-task and remain calm under pressure.</td>
<td>Ability to work accurately under pressure and to meet deadlines.</td>
</tr>
<tr>
<td>Ability to multi-task and remain calm under pressure.</td>
<td>Flexible approach.</td>
<td>Flexible approach.</td>
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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.