## Purpose of role

- To assist in the administration, development and management of the School's collaborative partnerships, associated activities and events. This role will have a primary focus of supporting our primary initial teacher education partnership.
- To provide support and advice to administrative and academic colleagues efficiently and to a high standard.

The role will work within established procedures with minimum day to day supervision, to provide a range of services to agreed quality standards. The role holder will require a thorough understanding of the working environment, gained through vocational qualification with work experience, or relevant work experience over some years. Role holders will organise their own day-to-day work to meet clear objectives. They will typically have specific responsibility for a clearly defined section or subsection of work and will be expected to deal with less routine queries/issues/requests, referring conflicts or more complex situations to the relevant person. Independence and initiative will be required to react to changing priorities and work circumstances, with scope to make decisions within clear parameters. This role is located within the Collaborative Partnerships Team and the post holder will benefit from the support of other colleagues working on similar activities with a different partnership focus.

### Main responsibilities

(Primary accountabilities and responsibilities expected to fulfil the role)

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<tr>
<th><strong>Service delivery and development (Collaborative Partnerships)</strong></th>
<th><strong>% time per year</strong></th>
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| Provide knowledge, skills and advice in relation to the following areas and deliver high quality services to a diverse community of staff and students:  
- Partnership record management  
- General support to academic staff and the Collaborative Partnerships Manager in relation to partnership activity  
Act as a first point of contact for partners, Receive and respond to enquiries from partners, including more complex queries, judging when to forward on to or involve others.  
Recognise/understand the impact of incidents arising and raise issues of concern where necessary to ensure appropriate resolution of | 70% |
enquires/issues.

Arrange meetings, organise venues and facilities and service meetings when required.

- Update a shared partnership events calendar using the Outlook diary system, involves the coordination of diaries, creating appointments and sharing with relevant colleagues;
- Provide meeting support for initial teacher education partnership meetings;

Deliver relevant administrative activities, ensuring an excellent customer experience and level of service quality through attainment of agreed timescales and quality standards.

Gather and manipulate routine data so that others can interpret it or incorporate it into their own work. Monitor trends and anomalies within source data, reporting findings accurately and appropriately.

Develop and maintain relevant databases, spreadsheets and filing systems to ensure accurate, up to date, information is accessible to those that require it
- Maintaining records (including but not limited to) inputting new partnership records, updating existing partnership records;

Create documents as work requires. Ensure that due care and attention is attributed to confidential data and information.

Work flexibly across the School to ensure peak periods are accommodated and to ensure effective delivery of tasks, events and priorities.

Keep skills up to date and develop competence through learning from colleagues and/or gaining experience of a range of work.

### Planning, organising and liaison

Plan and prioritise own work activities, to ensure team deadlines are met in addition to own responsibilities.

Arrange and/or support internal and external activities/events, collating and recording relevant information/documentation as requested.

- Secure rooms for partnership events using the university room booking system;
- Arrange for suitable catering for partnership events;
- Supporting the smooth running of partnership events, for example:
  - ITE Open Days
  - NQT recruitment fair

Develop a network of contacts throughout own area, the School of Education, key contacts at partner organisations as well colleagues in other areas of the University to support own work activities.
Communicate with partners through established/routine connections as work requires.
- Monitoring partnership email accounts and responding where appropriate;

Show sensitivity and consideration to partner needs, which will include an appreciation of other cultures. Applying confidentiality to various situations as necessary.
- Cooperate with and offer mutual support to colleagues in the Partnerships Team, adopting a flexible approach to delivering work objectives.

| 3 | Any other duties appropriate to the grade and role | 10% |
# Person specification

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<th>Essential</th>
<th>Desirable</th>
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<tr>
<td><strong>Skills</strong></td>
<td>▪ Good written and verbal communication skills.</td>
<td>▪ Experience of using O365.</td>
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<td>▪ Good IT skills, including knowledge of Microsoft Office, internet and email.</td>
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<td>▪ Good interpersonal and organisational skills with a high level of accuracy and attention to detail.</td>
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<td>▪ Ability to use own initiative and prioritise own workload.</td>
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<td>▪ Competent and accurate in routine processes and systems to support activities.</td>
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<td>▪ Able to work as part of a team.</td>
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<td>▪ Willing and adaptable to learn new skills as required by changing University procedures and legislation.</td>
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<td><strong>Knowledge and experience</strong></td>
<td>▪ Experience of assessing and responding to non-routine work/situations.</td>
<td>▪ Experience of working in a HE environment.</td>
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<td>▪ Support and organisation for formal meetings including minute taking.</td>
<td>▪ Awareness of University procedures and relevant legislation.</td>
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<td><strong>Qualifications, certification and training (relevant to role)</strong></td>
<td>▪ Educated to GCSE level, including Grade C or above in English and Maths, or hold vocational qualifications (NVQ 2-3) or equivalent, with some relevant experience OR significant experience in a related area.</td>
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<td><strong>Statutory, legal or special requirements</strong></td>
<td>▪ Understanding the importance of confidentiality.</td>
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<td>▪ Ability to be diplomatic in sensitive situations.</td>
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<td>▪ The post can, at times involve working outside of the standard working day, for example, occasional early morning or evening.</td>
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The University of Nottingham is focused on embedding equality, diversity and inclusion in all that we do. As part of this, we welcome a diverse population to join our work force and therefore encourage applicants from all communities, particularly those with protected characteristics under the Equality Act 2010.
Expectations and behaviours

The University has developed a clear set of core expectations and behaviours that our people should be demonstrating in their work, and as ambassadors of the University’s strategy, vision and values. The following are essential to the role:

Valuing people
Is friendly, engaging and receptive, putting others at ease. Actively listens to others and goes out of way to ensure people feel valued, developed and supported.

Taking ownership
Is clear on what needs to be done encouraging others to take ownership. Takes action when required, being mindful of important aspects such as Health & Safety, Equality, Diversity & Inclusion, and other considerations.

Forward thinking
Drives the development, sharing and implementation of new ideas and improvements to support strategic objectives. Engages others in the improvement process.

Professional pride
Is professional in approach and style, setting an example to others; strives to demonstrate excellence through development of self, others and effective working practices.

Always inclusive
Builds effective working relationships, recognising and including the contribution of others; promotes inclusion and inclusive practices within own work area.

Key relationships with others

- **Line manager**
  - Senior Administrative Officer - Collaborative Partnerships

- **Role holder**
  - Administrative Assistant - Collaborative Partnerships

- **Key stakeholder relationships**
  - Colleagues
  - Students