## Purpose of role

To provide dedicated department administration support for teaching and learning activities and department operations. The role holder will be a key member of the administrative support team based in the department providing support to academic staff and student enquiries; ensuring these are dealt with in a timely and efficient manner, and that departments are making best use of support provided by Student Services and in Faculty support teams.

### Main responsibilities

**Department Administration**

1. Supporting day-to-day administration of the department working within the department support team;
   - Pro-active diary management and work scheduling including arranging meetings, organising venues, facilities and hospitality;
   - Provide convenor support/minute taking for department meetings and faculty sub-committees as required, including minute taking, preparation and distribution of minutes and agendas and following up actions as appropriate;
   - Support and maintain department SharePoint and MS Teams spaces, ensuring information is added, updated and regularly maintained;
   - Distribution of key information across the department including management of email resources and associated calendars;
   - Participate in department recruitment activities as appropriate;
   - Any other appropriate duties to support the day to day running of the department.

2. Management of information

The role holder will develop detailed knowledge local to the department whilst also having broad knowledge of support teams within the Faculty (student experience, finance, business operations) and external to the faculty (Student Services, marketing, admissions). This will form the cornerstone of the triage system ensuring issues are dealt with effectively and swiftly with the role holder monitoring progress on issues and chasing people as necessary. This includes:

- Being an active member of relevant department meetings and facilitating information flow from the department to Student Services, the Faculty teams and vice versa;
- Communicating and building working relationships with key contacts from other teams and departments to support the departmental education and student experience activities;
- Supporting departmental teaching and learning activities;
- Supporting the update of department student handbooks and contributing to the Faculty information;
- Identifying gaps or shortfalls in teaching and learning information relevant to the department and working with the department support team producing solutions for these;
- Respond to requests for documentation, taking into account appropriate access rights and issues of confidentiality/GDPR.
- Ensuring information relating to departmental committees and academic staff responsibilities is up to date.

### Education and Student Experience Processes

Contribute to the successful implementation of key education and student experience processes across the Department in line with Faculty policy.

This includes:

- Ensuring finalised or revised policies and procedures are appropriately communicated to the department;
- Providing advice regarding the format and content of procedures and policies to the department as required;
- Supporting the administration process for part-time tutor records, payments and claims;
- Supporting the administration process and audit casual worker payments for student ambassadors and demonstrators;
- Supporting the coordination field trip and site visit provision (accommodation, travel, payment) for the department for both staff and students;
- Supporting the coordination and evaluating of departmental graduation and prize giving events as well as organising module and project choice events for progressing students.
- Support the promotion and logistics for department student events, projects and initiatives advertising and communicating the events through appropriate channels (social media, Moodle, email, etc.);
- Collate feedback to identify successes and contribute to recommendations for improvements to events, projects and initiatives;
- Support the delivery of communications to student groups using a variety of mechanisms e.g., Moodle, newsletters, posters, presentations.

### Customer Service

Ensure service provision works towards enhancing both staff and student experience through:

- Obtaining feedback and working with the department support team identify key actions as necessary;
- Ensuring professional customer service standards are maintained acting upon issues promptly.

### Any other relevant duties in support of the work of the Department / Faculty.
### Person specification

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<th>Essential</th>
<th>Desirable</th>
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<td><strong>Skills</strong></td>
<td>▪ Excellent oral and written communication skills.</td>
<td>▪ Project coordination/management skills</td>
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<td>▪ Excellent organizational, planning, prioritization and time-management skills.</td>
<td>▪ Extensive IT knowledge (Microsoft Office, Excel, Outlook, etc.).</td>
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<td>▪ Skilled in ensuring confidentiality and discretion.</td>
<td>▪ Ability to build working relationships within the department, University and external suppliers</td>
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<td><strong>Knowledge and experience</strong></td>
<td>▪ Experience of planning own work activities in response to differing needs of the department and deadlines</td>
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<td>▪ Ability to work independently to resolve complex internal and external queries and to provide and maintain a high level of customer service whilst working to deadlines.</td>
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<td>▪ Accuracy, reliability and willing and adaptable to learn new skills and procedures as required by changing University procedures and legislation</td>
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<td>▪ Proven ability to work in a team, supporting colleagues and sharing expertise.</td>
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<td><strong>Qualifications, certification and training (relevant to role)</strong></td>
<td>▪ Vocational qualification (NVQ2 Administration with Secretarial Skills) or equivalent and experience of an office/administrative environment or</td>
<td>▪ Previous relevant work experience in a Higher Education environment.</td>
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<td>▪ Considerable work experience in relevant role.</td>
<td>▪ Experience in taking minutes/notes of meetings.</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 open and welcoming of others, approachable and respectful. Considers the wider point of view and delivers appropriate support and guidance to colleagues.

**Taking ownership**  
Shows initiative and takes responsibility for own actions. Offers clarity and tactful support to colleagues to aid decisions and actions.

**Forward thinking**  
Demonstrates the ability to learn, and enjoys the opportunity to develop. Likes to share and implement new ideas and improvements in their area of work. Seeks feedback from others.

**Professional pride**  
Is self-appraising, seeking feedback from others and acts as a great role-model at all times. Keen to deliver the job well and be an effective member of the team.

**Always inclusive**  
Is sensitive to the needs of others and understands every person is important, right across the organisation, irrespective of level, culture, disability or any other characteristic.

Key relationships with others

- **Line manager**
- **Role holder**
- **Department Coordinator**
- **Department Administrator**
- **Key stakeholder relationships**
  - Academic staff
  - APM ESE Team
  - Students
  - Student Services