



<b>Job title</b>	School Administrator	<b>Job family and level</b>	Administrative, Professional and Managerial Level 2
<b>School/ Department</b>	School of Health Sciences	<b>Location</b>	University Park Campus/ Queen's Medical Centre

## Purpose of role

To deliver relevant administration to support the School's activities.

This will include the co-ordination of the school quality and compliance processes to ensure accurate and timely completion within university and school deadlines. This will be achieved by liaising with school academic and administrative staff, Registry and Academic Affairs and wider university teams. To provide support to the school academic staff ensure quality and compliance.

	<b>Main responsibilities</b> (Primary accountabilities and responsibilities expected to fulfil the role)	<b>% time per year</b>
1	<p><b>Co-ordination of the School Quality and Compliance processes</b></p> <ul style="list-style-type: none"> <li>▪ Day-to-day co-ordination and administration of the processes required to build and manage the School's quality and compliance processes.</li> <li>▪ Co-ordination, tracking and review of required changes to the School's quality and compliance processes.</li> <li>▪ Manage day to day ad-hoc enquiries for School's quality and compliance processes from staff and students.</li> <li>▪ Support and administer any necessary meetings with relevant staff to deliver the School quality and compliance processes where necessary escalating issues through the appropriate channels.</li> <li>▪ Prepare and support School quality and compliance guidance as needed.</li> </ul>	45%
2	<p><b>Service delivery and development</b></p> <ul style="list-style-type: none"> <li>▪ Provide knowledge, skills and advice in relation in one or more of the following areas and deliver high quality services to a diverse community of academic staff: <ul style="list-style-type: none"> <li>○ General support to academic staff</li> <li>○ General School administration</li> <li>○ Review and update of policies and procedures</li> <li>○ Liaison with Registry and Academic Affairs/External Relations</li> <li>○ Committee servicing</li> </ul> </li> <li>▪ Deliver relevant administrative activities in specific work area, ensuring an excellent customer experience and level of service quality through attainment of agreed timescales and quality standards.</li> </ul>	20%

	<ul style="list-style-type: none"> <li>▪ 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.</li> <li>▪ Develop and maintain relevant databases, spreadsheets and filing systems to ensure accurate, up to date, information is accessible to those that require it.</li> <li>▪ Create documents as work requires.</li> <li>▪ Ensure that due care and attention is attributed to confidential data and information.</li> <li>▪ Work flexibly across the School and Faculty to ensure peak periods are accommodated and the services are able to adapt with changing demands.</li> <li>▪ Keep skills up to date and develop competence through learning from colleagues and/or gaining experience of a range of work.</li> </ul>	
3	<p><b>Communication</b></p> <ul style="list-style-type: none"> <li>▪ Develop effective collaborative working practices with Programme Leads, Module Leads and other relevant staff to ensure the service provided meets the needs of the University and School.</li> <li>▪ Provide appropriate communications to develop quality and compliance to the university deadlines.</li> <li>▪ Manage expectations of staff and students by confirming appropriate and realistic timetabling solutions based on detailed requirements gathering and university timelines.</li> <li>▪ Communication of any required quality and compliance changes to the relevant teams.</li> <li>▪ Liaise with the School to provide advice on central quality and compliance practices.</li> </ul>	15%
4	<p><b>Knowledge</b></p> <ul style="list-style-type: none"> <li>▪ Develop a knowledge and understanding of the School's curricula for both undergraduate and postgraduate programmes.</li> <li>▪ Ensure activities comply with University and professional body requirements.</li> <li>▪ Develop a broad understanding of the University's quality and compliance systems and how it relates to the School.</li> </ul>	10%
5	<p><b>Continuous Improvement</b></p> <ul style="list-style-type: none"> <li>▪ Monitor, review and recommend improvements to the quality and compliance procedures, identifying any areas of concern.</li> <li>▪ Contribute to the development and embedding of continuous improvement of quality and compliance processes within the School.</li> <li>▪ Participate in the use of staff and student feedback in order to make service improvements.</li> </ul>	10%

## Person specification

	Essential	Desirable
<b>Skills</b>	<ul style="list-style-type: none"> <li>▪ Excellent oral and written communication and interpersonal skills</li> <li>▪ Ability to build working relationships within the School/department, University and external suppliers</li> <li>▪ Ability to work flexibly and independently to resolve complex internal and external queries</li> <li>▪ Ability to provide and maintain a high level of customer service whilst working to deadlines</li> <li>▪ Planning and organisational skills, including the ability to prioritise work activities in response to differing needs of the School and deadlines</li> <li>▪ Possess a commitment to delivering a high-quality professional service to staff and students</li> <li>▪ Able to work as part of a team</li> <li>▪ Adaptability to fit into a fast paced environment with new ideas and language</li> <li>▪ Ability to maintain accuracy and reliability when working under pressure</li> <li>▪ Willingness to adapt to learn new skills and procedures as required by changing University procedures and legislation</li> </ul>	
<b>Knowledge and experience</b>	<ul style="list-style-type: none"> <li>▪ Extensive hands on IT knowledge of both software, including Office 365 and version control of documents</li> <li>▪ Broad administrative experience and competent in routine processes and systems to support activities</li> <li>▪ Experience of working with complex documents and spreadsheets</li> </ul>	<ul style="list-style-type: none"> <li>▪ Experience of using Quality Management Systems and knowledge of university curricula</li> <li>▪ Knowledge of main university systems</li> <li>▪ Knowledge of the Quality Manual and University Procedures</li> <li>▪ Experience of supporting meetings/committees</li> </ul>
<b>Qualifications, certification and training (relevant to role)</b>	<ul style="list-style-type: none"> <li>▪ 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</li> </ul> <p><b>OR</b></p> <ul style="list-style-type: none"> <li>▪ Considerable work experience in relevant role</li> </ul>	<ul style="list-style-type: none"> <li>▪ Advanced typing/secretarial skills – audio/shorthand</li> </ul>



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

