Purpose of role
The purpose of the role is to coordinate, implement, and deliver the administration of the large Department across the range of its activities, setting and monitoring standards within the work area, with scope for improving operational effectiveness and quality service through the application of process improvements.

The role holder will be required to plan and organise their own work activities and, if applicable, that of a small team of people, with discretion to determine and change priorities as required. A consistently high degree of personal responsibility and initiative will be required to respond independently to queries and use judgement to deal with daily unforeseen problems and circumstances. This may also include responding to complaints and escalated issues, and resolving problems involving other schools/departments or external contacts.

Main responsibilities
(Primary accountabilities and responsibilities expected to fulfil the role)

<table>
<thead>
<tr>
<th>% time per year</th>
<th>General Administration</th>
</tr>
</thead>
<tbody>
<tr>
<td>50%</td>
<td>General support for administration and maintaining operation. To include most or all of the following:</td>
</tr>
</tbody>
</table>

**Planning & Organising**

- Plan and organise own/team activities to ensure that deadlines/customer expectations are met.
- Participate in or co-ordinate work unit-based projects or development activities.
- Input into the annual resource planning process to ensure that resource requirements of own work area are recognised.
- Make recommendations about the use of equipment, facilities, space and physical resources, within defined work area.
- Ensure maintenance of current and future stock requirements for own work area within defined limits/devolved budget responsibility.
- Ensure a safe and well-maintained office environment for staff, students and visitors.
### Analysis, Reporting & Documentation

- Research, collate, organise and edit material for inclusion in reports/documents.
- Identify gaps or shortfalls in information and search for sources of information to fill these.
- Analyse data/statistics, interpreting and reporting patterns and trends and highlighting and prioritising any issues with manager/line manager for further investigation to support informed decision making.

### Customer/Service Support

- Provide advice to peers and customers, responding to and independently resolving a range of standard and unforeseen issues, within pre-determined operational limits.
- Act as an effective deputy in the absence of manager(s), with discretion to make decisions with a short-term impact to provide immediate support/problem resolution.
- Advise and/or train service users on specific aspects within own section of work such as design/preparation/use of existing systems, services or processes.
- Diagnose and rectify faults/problems with systems and/or procedures within own area.

### Governance and Administrative Support

- Maintain personal records for staff and students as required.
- Update policies, documentation associated with the faculty and its schools as required.
- Maintain adherence to compliance and regulatory policies around data.
- Communicate and build working relationships with key contacts from other school/departmental/work units as well as external bodies, to support own work activities.

May also be required to:

- Advise on pricing and purchasing of equipment/software/materials, following liaison with suppliers.
- Attend meetings, as requested by manager, to support school/departmental/work unit activities and to report back on main discussion points.

### Support and specific outputs

#### Continuous Improvement

- Advise on and propose changes in procedures, plans, priorities and office systems to improve operational efficiency and quality of service in own work area.
- Keep skills up to date and develop depth or breadth of knowledge in a particular area through learning from more senior/experienced colleagues, exposure to a range of activities, and/or formal training/professional qualification.
**People Management**

Either

- Oversee the day-to-day running of a work area, allocating resources, scheduling work and providing support, advice and encouragement to staff in order to ensure work objectives are met.
- Select or play a significant part in the selection of staff and training of new staff for work area.
- Act as first point of contact for day to day staff welfare issues (e.g. sickness), initiating appropriate action by involving or referring to the relevant person.

And/Or

- Show sensitivity and consideration to other people’s customer needs and feelings, Encouraging and guiding employees to find the best resolution through University polices and processes
- Advise and gain the support of other people (e.g. staff, students, contractors, external agents), where there is no line management responsibility, in order to contribute to the delivery of services/project objectives.

*Some roles may include responsibilities contiguous with or replacing above responsibilities commensurate with this level such as:*

**HR and Staff Recruitment**

Co-ordinate the HR and recruitment needs. This will include:

- To be the point of contact for all HR matters for the School, managing all HR processes within the School and liaising with the University HR as required.
- Responsible for: recruitment management, including Vacancy Manager Super User/help/advice; work permits/visas; casual worker registrations, contracts (including new, renewals and extensions) and leavers.
- Provide professional advice and recommendations within University/School policy (where this is specific HR advice/recommendations, guidance from HR Business partner).
- Manage the induction process for all new staff into the School, reviewing this and amending as appropriate.

- Any other duties appropriate to the grade and role
## Person specification

<table>
<thead>
<tr>
<th></th>
<th>Essential</th>
<th>Desirable</th>
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</thead>
<tbody>
<tr>
<td><strong>Skills</strong></td>
<td>▪ High level of IT skills, including MS Word, Excel and Access and ability to integrate different packages.</td>
<td>▪ Previous relevant work experience in a Higher Education environment.</td>
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<tr>
<td></td>
<td>▪ Skills in drafting complex documentation</td>
<td>▪ High level of confidentiality awareness and awareness of key legislation - e.g. Freedom of Information, Data Protection Act, Equality Act</td>
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<tr>
<td></td>
<td>▪ Excellent verbal and written communication skills.</td>
<td>▪ Appreciation of other cultures and languages.</td>
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<tr>
<td></td>
<td>▪ Excellent organisational and time-management skills.</td>
<td>▪ Experience of co-ordinating HR processes such as recruitment, contract renewals and visas.</td>
</tr>
<tr>
<td><strong>Knowledge and experience</strong></td>
<td>▪ Considerable experience in relevant field.</td>
<td>▪ HNC/HND, or equivalent plus English and Maths at GCSE or equivalent OR substantial work experience in further or higher education.</td>
</tr>
<tr>
<td></td>
<td>▪ Ability to work accurately under pressure and to meet deadlines.</td>
<td>▪ RSA III typing/work processing or equivalent qualification.</td>
</tr>
<tr>
<td></td>
<td>▪ Appreciation of other cultures and languages.</td>
<td>▪ Awareness of relevant procedures and legal requirements in a Higher Education setting.</td>
</tr>
<tr>
<td></td>
<td>▪ Experience of co-ordinating HR processes such as recruitment, contract renewals and visas.</td>
<td></td>
</tr>
<tr>
<td><strong>Qualifications, certification and training</strong> (relevant to role)</td>
<td>▪ HNC/HND, or equivalent plus English and Maths at GCSE or equivalent OR substantial work experience in further or higher education.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>▪ RSA III typing/work processing or equivalent qualification.</td>
<td></td>
</tr>
<tr>
<td><strong>Statutory, legal or special requirements</strong></td>
<td>▪ Awareness of relevant procedures and legal requirements in a Higher Education setting.</td>
<td></td>
</tr>
</tbody>
</table>

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
   
  Role holder
   
  Key stakeholder relationships
  
  Operations Manager
  
  Senior Administrator
  
  Direct Reports
  
  Colleagues
  
  Students
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