



Job title	Teaching, Learning & Assessment Administrator	Job family and level	Administrative, Professional and Managerial Level 2
School/ Department	School of Veterinary Medicine and Science	Location	Sutton Bonington Campus

Purpose of role

The person appointed will provide administrative support for the School of Veterinary Medicine and Science. The role holder will be required to work both independently and with administrative and academic staff on various aspects of the Schools business. The role holder will organise their own day-to-day work to meet clear objectives.

	Main responsibilities (Primary accountabilities and responsibilities expected to fulfil the role)	% time per year
1	<ul style="list-style-type: none"> ▪ Provide day-to-day operational eLearning support to academics (e.g. developing and publishing documents) ▪ Co-ordinating Virtual Learning Environment (VLE) content, monitoring student usage and identifying improvements ▪ Provide one-to-one and small group advice, training or familiarisation sessions for teaching staff and for students in the VLE system and related software tools ▪ Work with school colleagues to resolve issues as they occur 	50%
2	<ul style="list-style-type: none"> ▪ Provide general secretarial and administrative support to the Teaching, Learning and Assessment Team ▪ Assisting other staff within the Academic Support and Administration Division as necessary 	20%
3	<ul style="list-style-type: none"> ▪ Support the maintenance of a quality assurance function 	10%
4	<ul style="list-style-type: none"> ▪ Responsible for allocation and booking of local rooms (research rooms, laboratories, small group rooms and other rooms) ▪ Liaison with timetabling for lecture theatres 	10%
5	<ul style="list-style-type: none"> ▪ To coordinate the external deliverers, ensuring that they are met, looked after and inducted/briefed when at the Veterinary School 	5%

6	<ul style="list-style-type: none">▪ Helping with other administrative matters as and when required, to include disposal of sensitive material and filing▪ Any other duties appropriate to the role and level	5%
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Person specification

	Essential	Desirable
Skills	<ul style="list-style-type: none"> ▪ Extensive I.T. knowledge including MS Office, internet & email ▪ Excellent oral and written communication skills ▪ Ability to build working relationships within the department, University and external organisations ▪ Able to work as part of a team ▪ 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 ▪ Accuracy, reliability, willing and adaptable to learn new skills and procedures as required by changing University procedures and legislation 	<ul style="list-style-type: none"> ▪ Office 365 to include Microsoft Teams
Knowledge and experience	<ul style="list-style-type: none"> ▪ Experience of planning own work activities in response to differing deadlines and needs of the School ▪ Flexible attitude to working hours during busy periods ▪ Possess a commitment to delivering a high quality, professional service to students and staff 	<ul style="list-style-type: none"> ▪ Experience of utilising a VLE
Qualifications, certification and training (relevant to role)	<ul style="list-style-type: none"> ▪ Vocational qualification (i.e. NVQ2 Administration with Secretarial Skills) or equivalent, plus experience of an office/administrative environment OR ▪ Considerable work experience in relevant role ▪ Satisfactory basic disclosure obtained from the Disclosure and Barring Service 	<ul style="list-style-type: none"> ▪ Experience of working in Higher Education



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



