



Job title	Student Experience 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 essential administrative support to the School of Veterinary Medicine and Science, Student Experience Team. The role holder will be required to work closely with the Student Experience Manager, Head of Operations, and academic colleagues to support the successful delivery of the School's Student Experience Strategy. The role holder will organise their own day-to-day work to meet clear objectives. The role will also provide essential reception duties, dealing with general enquiries from students, staff and visitors.

	Main responsibilities (Primary accountabilities and responsibilities expected to fulfil the role)	% time per year
1	Support all aspects of the student experience in the School, working within the Student Experience Team to support the School's overall student experience strategy and operations. Support ongoing operations (e.g. student room bookings, organising student teaching groups etc) and ad-hoc projects (e.g. NSS promotion, Careers Day, Business Game, Fresher's Week and Graduation preparations) as required. Provide student registers for compulsory sessions, attendance monitoring and dealing with confidential and sometimes sensitive information. Process school shop orders and assist with regular stocking. Maintain and refine the records kept for all UG students in the School.	40%
2	Assist with the day-to-day running of the School Office and Reception, assisting with enquiries from staff, students and visitors.	25%
3	General support to the Senior Tutor team, including maintaining the tutor list, supporting the tutorial operations (e.g. PTR production, room bookings etc), Administration of student bursaries specific to the Veterinary School. Assist the projects team with administration support and collating information.	20%
4	Management of small group rooms, general housekeeping and book inventories.	10%

6	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%
---	--	----

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 Moodle
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 	<ul style="list-style-type: none"> • Experience of working in Higher Education



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

