



<b>Job title</b>	Postgraduate Student Experience Administrator	<b>Job family and level</b>	Administrative, Professional and Managerial Level 2
<b>School/ Department</b>	School of Veterinary Medicine and Science	<b>Location</b>	Sutton Bonington Campus

## Purpose of role

You will work within an established Continuing Education team in the School of Veterinary Medicine and Science. The main purpose of the role is to provide administrative support for Postgraduate Research (PGR) and Postgraduate Taught (PGT) programmes based at the Sutton Bonington Campus.

You will work within established procedures within minimum day-to-day supervision, to provide a range of services to agreed quality standards. You will require a thorough understanding of relevant systems/processes of the working environment, gained through vocational qualification with work experience, or relevant work experience over some years. You will organise your own day-to-day work to meet clear objectives. You will typically have specific responsibility for a clearly defined section or sub-section of work and will be expected to deal with less routine queries/issues/requests, referring conflicts or more complex situations to the relevant person. Independence and initiative will be required to react to changing priorities and work circumstance, with scope to make decisions within clear parameters.

	<b>Main responsibilities</b> (Primary accountabilities and responsibilities expected to fulfil the role)	<b>% time per year</b>
1	<b>Postgraduate Research support administration</b> <ul style="list-style-type: none"> <li>▪ Send reminders for annual reviews, monitor and chase responses</li> <li>▪ Administer the rolling programme of change from desktop to laptop computers</li> <li>▪ Distribute adverts for PGR opportunities</li> <li>▪ Collate entries, room bookings and draw up timetables for PGR symposia</li> <li>▪ Minute PGR Committee Meeting</li> <li>▪ Monitor and chase responses to project proposal reviews</li> <li>▪ Record annual leave and absences for PGRs</li> <li>▪ Update generic PG email addresses and Moodle participants</li> </ul>	35%
2	<b>Postgraduate Taught support administration</b> <ul style="list-style-type: none"> <li>▪ Send invites to external deliverers updating responses on timetables, set up of these deliverers through HR, and process claim forms</li> </ul>	35%

	<ul style="list-style-type: none"> <li>▪ Send invites to external animal owners to attend at teaching weekends and collate responses</li> <li>▪ Minute PGT Committee Meeting</li> <li>▪ Print teaching materials for teaching weekends</li> <li>▪ Send interview invites to shortlisted candidates/staff and collate responses</li> </ul>	
3	<p><b>Planning, organising and liaison</b></p> <ul style="list-style-type: none"> <li>▪ Prepare welcome packs, clothing, arrange room bookings and catering for inductions</li> <li>▪ Monitor desk space, prepare desks for new starters and liaise with Continuing Education Officer (Research) on desk allocation</li> <li>▪ Cover for Continuing Education Officer (Research) and Continuing Education Officer (Taught) in times of absence</li> <li>▪ Arrange room bookings and catering for vivas, social events, graduation, coffee mornings, open days, opening weekend etc.</li> <li>▪ Circulation of general communications to students/staff</li> </ul>	20%
4	<p><b>General administrative duties</b></p> <ul style="list-style-type: none"> <li>▪ To support the Continuing Education team at peak times of activity with general administration</li> <li>▪ Assist with wider School events as required (e.g. Admissions, Graduation, Assessments etc.)</li> <li>▪ Any other duties appropriate to the role and level</li> </ul>	10%

## Person specification

	<b>Essential</b>	<b>Desirable</b>
<b>Skills</b>	<ul style="list-style-type: none"> <li>▪ Good written and verbal communications skills</li> <li>▪ Good IT skills, including knowledge of Microsoft Office</li> <li>▪ Good organisational and planning skills</li> <li>▪ Ability to work accurately with attention to details</li> <li>▪ Ability to handle sensitive information with a high degree of confidentiality</li> <li>▪ Supporting meetings and diary management</li> <li>▪ Good interpersonal skills</li> </ul>	<ul style="list-style-type: none"> <li>▪ Minute taking for meetings</li> </ul>
<b>Knowledge and experience</b>	<ul style="list-style-type: none"> <li>▪ Knowledge of using Excel, Word and Outlook</li> <li>▪ Experience of working to deadlines</li> <li>▪ Experience of working in an office environment</li> <li>▪ Experience with dealing with people, fielding enquiries and helping others, showing empathy, awareness, understanding and sensitivity to others' concerns</li> </ul>	<ul style="list-style-type: none"> <li>▪ Experience of organising events</li> </ul>
<b>Qualifications, certification and training (relevant to role)</b>	<ul style="list-style-type: none"> <li>▪ Qualified to GCSE level to include English and Maths (or equivalent) or significant work experience in a similar role</li> <li>OR</li> <li>▪ Relevant vocational qualifications (e.g. NVQ2/3 administration, City &amp; Guild) or equivalent, plus some experience in a relevant role</li> </ul>	
<b>Other</b>	<ul style="list-style-type: none"> <li>▪ Able to work as part of a team</li> <li>▪ Possess a commitment to delivering a high quality professional service to students and staff</li> <li>▪ Satisfactory enhanced disclosure obtained from the Disclosure and Barring Service</li> </ul>	



## 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



