Job title	Administrative	Job family and level	Administrative, Professional and Managerial Level 2
School/ Department	School of Psychology	Location	University Park Campus

Purpose of role

The purpose of the role is to support delivery of the key outputs at school level. This will include providing administrative support, preparation/management of schedules and documents, and managing discreet work packages to drive outcomes.

	Main responsibilities (Primary accountabilities and responsibilities expected to fulfil the role)	% time per year
1	**General Administration** General support for administration and maintaining operation which may include: ▪ Administering the documentation and processes to support allocated areas of responsibility. ▪ Use of key systems/platforms for data entry, capture and usage. This will include monitoring of inputs, tracking progress, reporting and maintaining databases. ▪ Diary management as applicable ▪ Receive and respond to internal and external queries. Provide advice and resolve both simple and complex issues, ensuring a prompt, high quality service is provided. ▪ Organise meetings, events, conference registrations and travel and hotel accommodation for staff and students. ▪ Various School/University reporting requirements ▪ Organise office duties. Review and adjust office procedures to improve office effectiveness. ▪ Front of house contact for staff/students/visitors, administer issuing of department keys	50%
2	**Governance and administrative support** ▪ Prepare, coordinate and minute committees, meetings or other collective activity ▪ Follow up on actions and key correspondence ▪ Manage documentation and schedules	25%
3	**Support for specific outputs** ▪ Develop and maintain relevant databases and spreadsheets which may include personnel data, research data, or other ▪ Maintenance and contribution to online assets and collateral and digital outputs	25%

		- Data management and adherence with GDPR requirements - Support key areas of the faculty/hub/school in preparing/reviewing documents including committee/secretariat - Support small projects to drive a common objective as defined by team or area - Reporting outcomes, progress and follow up of complex processes	
	4	Any other duties appropriate to the grade and role	

Person specification

	Essential	**Desirable**
Skills	▪ Excellent oral and written communication skills	▪ Excellent ability to use Excel and/or managing databases
Knowledge and experience	▪ Extensive IT knowledge (MS Office, email) ▪ Ability to build working relationships within the School/department, University and external suppliers ▪ Experience of planning own work activities in response to differing needs of the School and deadlines ▪ 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 and willing and adaptable to learn new skills and procedures as required by changing University procedures and legislation	▪ Previous experience providing outstanding customer service
Qualifications, certification and training (relevant to role)	▪ Vocational qualification (NVQ2 Administration) or equivalent and experience of an office/administrative environment **or** Considerable work experience in relevant role.	
Statutory, legal or special requirements		▪ Awareness of University procedures and relevant legislation.

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

Line manager

Role holder

Key stakeholder relationships

Senior Administrator

Administrator

School/Hub Team

PS/R&I

Academics