



Job title	Education Centre Administrator (HR/Operations)	Job family and level	Administrative, Professional and Managerial Level 2
School/ Department	School of Medicine/ Education Centre	Location	University of Nottingham, Queen's Medical Centre

Purpose of role

You will work within an established professional services education team in the School of Medicine. The main purpose of the role is to provide administrative support to ensure the effective running of the Education Centre.

You will work within established procedures with 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 circumstances, with scope to make decisions within clear parameters.

The School of Medicine recognise the importance of continuous professional development and Therefore, the importance of providing opportunities, structured support and encouragement to engage in professional development each year.

To find out more about the School of Medicine, its values, vision, teaching and research, please see our [further information leaflet](#).

	Main responsibilities (Primary accountabilities and responsibilities expected to fulfil the role)	% time per year
1	<p>Support Education Centre administration:</p> <ul style="list-style-type: none"> ▪ Administer Education Centre staff annual leave records ▪ Maintain staff induction materials ▪ Deliver our standard induction programme to new staff ▪ Raise casual contracts ▪ Monitor and report on staff absence ▪ Maintain Education Centre electronic distribution lists ▪ Coordinate the administration of staff meeting room bookings ▪ Maintain the office stationery stocks 	80%

	<ul style="list-style-type: none"> ▪ Coordinate office health and safety to ensure we are compliant with School and University regulations ▪ Coordinate recruitment interviews ▪ Act as secretary to Education Centre committees, including development of agenda, taking of minutes and follow up of actions. ▪ Be responsible for general office coordination, eg, space allocation, estates maintenance requests and issuing of keys 	
2	<p>Planning, organising and liaison</p> <ul style="list-style-type: none"> ▪ Plan and prioritise own work activities, responding to work unit requirements, in addition to own responsibilities ▪ Arrange and/or support internal and external activities and events, collating and recording relevant information as requested ▪ Develop a network of contacts throughout own area, identifying who key individuals are, to support own work activities ▪ Communicate with colleagues through established/routine connections as own section of work requires ▪ Act as a liaison point for the Education Centre ▪ Independently resolve queries ▪ Show sensitivity and consideration to “customer” needs and feelings, which may include dealing with signs of obvious distress (e.g. individual student in tears) ▪ Co-operate with and offer mutual support to colleagues in a work unit, adopting a flexible approach to delivering work objectives 	10%
3	<p>General administrative duties</p> <ul style="list-style-type: none"> ▪ To support the education centre team at peak times of activity with general administration ▪ Assist with wider School events as required (e.g. Admissions, Graduation, Assessments etc) 	10%
4	<p>Other</p> <ul style="list-style-type: none"> ▪ Any other duties appropriate to the role and level 	

Person specification

	Essential	Desirable
Skills	<ul style="list-style-type: none"> ▪ Good written and verbal communication skills ▪ Good IT skills, including knowledge of Microsoft Office ▪ Good organisational and planning skills ▪ Ability to work accurately with attention to detail ▪ Ability to handle sensitive information with a high degree of confidentiality ▪ Supporting meetings and diary management ▪ Good interpersonal skills 	<ul style="list-style-type: none"> ▪ Minute taking for meetings
Knowledge and experience	<ul style="list-style-type: none"> ▪ Knowledge of using Excel, Word and Outlook ▪ Experience of working to deadlines ▪ Experience of working in an office environment ▪ Experience with dealing with people, fielding enquiries and helping others 	<ul style="list-style-type: none"> ▪ Experience of organising events
Qualifications, certification and training (relevant to role)	<ul style="list-style-type: none"> ▪ Qualified to GCSE level to include English and Maths (or equivalent) or significant work experience in a similar role OR ▪ Relevant vocational qualifications (e.g. NVQ2/3 administration, City & Guild) or equivalent, plus some experience in a relevant role. 	
Other	<ul style="list-style-type: none"> ▪ Willingness to adopt the vision and values of the School of Medicine 	



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

