



<b>Job title</b>	Administrator	<b>Job family and level</b>	Administrative, Professional and Managerial Level 2
<b>School/ Department</b>	School of Health Sciences	<b>Location</b>	Medical School Building

## Purpose of role

The purpose of the role is to support the delivery of school priorities through the delivery of efficient and effective administration. This will include a range of administrative support including preparing and managing schedules, documents and records and managing specific packages of work that meet the needs of the School of Health Sciences.

	<b>Main responsibilities</b> (Primary accountabilities and responsibilities expected to fulfil the role)	<b>% time per year</b>
1	<p><b>General Administration</b> Provide general administrative support across a range of operations in the school including;</p> <ul style="list-style-type: none"> <li>▪ Maintain documentation, records and processes to support allocated areas of responsibility.</li> <li>▪ Use key systems and platforms for data entry and capturing records. This will include inputting data, tracking progress, reporting and maintaining databases.</li> <li>▪ Receive and respond to internal and external queries and requests. Provide advice and resolve both simple and complex queries. Ensure a prompt, high quality service is provided.</li> <li>▪ Support University and School reporting requirements, working with others to maintain records and provide reports and information in allocated areas of responsibility.</li> <li>▪ Work as part of a team to ensure deadlines are met and that the office runs efficiently.</li> <li>▪ Organise meetings and events where required.</li> <li>▪ Diary management where applicable.</li> <li>▪ When required, provide support to the Front of House team to ensure a professional and high-quality service is provided to all staff, students and visitors.</li> </ul>	60%
2	<p><b>Support for specific priorities</b></p> <ul style="list-style-type: none"> <li>▪ Develop, maintain and support relevant databases, spreadsheets and records relating to your allocated area of work.</li> <li>▪ Maintain and contribute to online materials.</li> <li>▪ Support key areas of the school in preparing and reviewing documents.</li> <li>▪ Support small projects to achieve objectives and priorities.</li> </ul>	25%
3	<p><b>Governance and administrative support</b></p> <ul style="list-style-type: none"> <li>▪ Prepare, co-ordinate and minute committees, meetings or other events.</li> <li>▪ Maintain records of decisions made by committees or other groups.</li> <li>▪ Manage documentation and correspondence.</li> </ul>	15%
4	<ul style="list-style-type: none"> <li>▪ Any other duties appropriate to the grade and role.</li> </ul>	

## Person specification

	Essential	Desirable
<b>Skills</b>	<ul style="list-style-type: none"> <li>▪ Excellent oral and written communication skills</li> </ul>	<ul style="list-style-type: none"> <li>▪ Ability to use Excel and/or manage databases</li> </ul>
<b>Knowledge and experience</b>	<ul style="list-style-type: none"> <li>▪ Extensive IT knowledge (MS Office, email)</li> <li>▪ Ability to build working relationships within the school/department, University and external suppliers</li> <li>▪ Experience of planning own work activities in response to differing needs of the school and deadlines</li> <li>▪ 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</li> <li>▪ Accuracy, reliability and willing and adaptable to learn new skills and procedures</li> </ul>	<ul style="list-style-type: none"> <li>▪ Previous experience providing outstanding customer service</li> </ul>
<b>Qualifications, certification and training (relevant to role)</b>	<ul style="list-style-type: none"> <li>▪ Vocational qualification (NVQ2 Administration) or equivalent and experience of an office/ administrative environment or considerable work experience in relevant role</li> </ul>	
<b>Statutory, legal or special requirements</b>		<ul style="list-style-type: none"> <li>▪ Awareness of University procedures and relevant legislation</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



