



<b>Job title</b>	Administrator	<b>Job family and level</b>	Administrative, Professional and Managerial, Level 2
<b>School/ Department</b>	Registry and Academic Affairs (RAA)	<b>Location</b>	One of our Service Centre teams across the Nottingham Campuses, confirmed on appointment

Registry and Academic Affairs is responsible for supporting students throughout their time at the University of Nottingham. By enhancing their experience through the delivery of student and academic services, we enable the University to be an inspiring place that improves lives.

## Purpose of role

You will:

- Be allocated to one of our teams focusing on different areas of the student journey (Information on our teams is available [here](#)) to deliver services associated with enabling, enhancing and improving the student experience. By providing an effective, flexible and customer focused approach to your work.
- Carry out administrative work within established processes, with minimal day to day supervision.
- 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.
- Be a key contact for your area, supporting the response to a variety of situations and problems and working to resolve them.
- Build close working relationships with internal colleagues and demonstrate a consistently high degree of personal responsibility and initiative to react to changing priorities and work circumstances.

	<b>Main responsibilities</b> (Primary accountabilities and responsibilities expected to fulfil the role)	<b>% time per year</b>
1	<p><b>Service Delivery</b> (the details below feature some Administrator day-to-day duties. Please note, duties depend on the team you are placed into.)</p> <ul style="list-style-type: none"> <li>• Develop specialist knowledge and skills and deliver high quality advice and administrative support to a diverse community of students and staff related to the key areas of the student journey you work in.</li> <li>• Respond to enquiries from/to customers independently and in a timely, helpful and friendly manner including taking ownership of more complex queries, judging when to forward on to or involve others.</li> <li>• Understand when to raise issues of concern to ensure appropriate resolution of customer enquiries/issues.</li> <li>• Ensuring an excellent customer experience and level of service.</li> <li>• Gather and manipulate data to inform practice, decision, and developments. Monitor trends and anomalies, reporting findings accurately and appropriately.</li> </ul>	70%

	<ul style="list-style-type: none"> <li>• Develop and maintain relevant databases, spreadsheets and filing systems to ensure accurate and up to date information is accessible.</li> <li>• Create documents ensuring that confidential data and information is dealt with using discretion and sensitivity.</li> <li>• Relay customer feedback and comments and contribute to proposals for improvements.</li> </ul>	
2	<p><b>Planning, organising and liaison</b></p> <ul style="list-style-type: none"> <li>• Plan and prioritise own work activities, responding to work unit requirements, in addition to own responsibilities.</li> <li>• Arrange and/or support internal and external activities/events, collating and recording relevant information/documentation as requested.</li> <li>• Develop a network of contacts throughout own area, identifying who key individuals are, to support own work activities.</li> <li>• Communicate with students/academics/customers through established/routine connections as own section of work requires.</li> </ul>	10%
3	<p><b>Teamwork</b></p> <ul style="list-style-type: none"> <li>• Show sensitivity and consideration to customer needs and feelings, which may include dealing with signs of obvious distress.</li> <li>• Work together with and offer mutual support to colleagues, adopting a flexible approach to delivering objectives.</li> <li>• Acts as a point of contact between students and academic staff.</li> </ul>	10%
4	<p><b>Personal Responsibilities</b></p> <ul style="list-style-type: none"> <li>• Work flexibly across Registry and Academic Affairs to ensure peak periods are accommodated and the needs of the department are met at all times.</li> <li>• Keep skills up to date and develop competence through learning from colleagues and/or gaining experience of a range of work.</li> <li>• Any other duties appropriate to the grade and role.</li> </ul>	10%

## Person specification

	Essential	Desirable
<b>Skills</b>	<ul style="list-style-type: none"> <li>• High level of customer service skills.</li> <li>• Ability to communicate effectively at all levels and through different written and verbal communication means.</li> <li>• Competent in the use of Microsoft Office 365 packages, including Outlook, Word, Excel and Teams.</li> <li>• Ability to use new IT systems and work within protocols.</li> <li>• Well-organised and able to work to tight deadlines.</li> <li>• Ability to use own initiative.</li> </ul>	<ul style="list-style-type: none"> <li>• Work effectively as part of a team</li> </ul>

	<ul style="list-style-type: none"> <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>• Ability to follow instructions to complete routine processes and systems to support activities.</li> <li>• Work with discretion and tact in relation to sensitive and highly confidential matters.</li> </ul>	
<b>Knowledge and experience</b>	<ul style="list-style-type: none"> <li>• Experience of building working relationships within the department and wider.</li> <li>• Experience of planning own work activities in response to differing needs and deadlines.</li> <li>• Experience of handling sensitive information with a high degree of confidentiality</li> <li>• Have cross cultural sensitivity</li> <li>• Experience of working accurately, and adapting to learn new skills and procedures</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of working/responding independently and dealing with unforeseen problems and circumstances.</li> <li>• Experience of administrative work.</li> </ul>
<b>Qualifications, certification and training (relevant to role)</b>	<ul style="list-style-type: none"> <li>• Educated to GCSE level or equivalent, including Grade 4 or above in English Language and Math's, or hold vocational qualifications (NVQ 2) or equivalent, with some proven relevant office/administrative experience.</li> <li>• <b>Or</b> Proven equivalent work experience in a comparable role.</li> </ul>	
<b>Other</b>	<ul style="list-style-type: none"> <li>• Proactively support the <a href="#">mission and goals</a> of Registry and Academic Affairs</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

