



Job title	Senior Administrator	Job family and level	Administrative, Professional and Managerial Level 3
School/ Department	Academic Registrar's Department – Centralised Business Operations	Location	Hybrid

Purpose of role

The Senior Administrator plays a pivotal role in supporting the effective delivery of business operations across the Academic Registrar's Department (ARD), working across the Careers and Employability Service, Registry and Academic Affairs, and Student and Campus Life.

Reporting to the Business Operations Manager (Business Planning and Resources) and working closely with the Business Operations Managers (People, Finance and Infrastructure), you will:

- Coordinate and lead on key operational activities
- Provide expert administrative support
- Act as a key liaison point for the team.
- Provide executive support to the ARD Leadership Team, including diary coordination, meeting preparation, and handling sensitive communications.
- Support governance activity by servicing key meetings and committees, ensuring accurate records and timely follow-up of actions.
- Work flexibly across the team, using initiative and judgement to resolve issues, improve systems, and ensure high-quality support.

	Main responsibilities (Primary accountabilities and responsibilities expected to fulfil the role)	% time per year
1	Service Delivery <ul style="list-style-type: none"> • Provide expert operational support across ARD, acting as a key contact for complex queries. • Lead on the coordination of core business operational activities (e.g. recruitment, finance, digital systems, space planning). • Provide executive support to the ARD Leadership Team, including managing diaries, coordinating meetings, preparing agendas and minutes, and supporting internal communications. • Service governance groups and committees, including preparing papers, taking minutes, and tracking actions to ensure effective follow-up. • Diagnose and resolve issues with business operational systems and procedures, recommending improvements. • Ensure consistent, high-quality support aligned with university standards. 	65%
2	Planning, organising and liaison <ul style="list-style-type: none"> • Coordinate timelines and deliverables for key operational activities. 	20%

	<ul style="list-style-type: none"> • Build strong working relationships with internal and external stakeholders. • Represent the team at meetings and report on key actions and outcomes. 	
3	<p>Teamwork</p> <ul style="list-style-type: none"> • Provide informal guidance and support to colleagues. • Contribute to a positive, inclusive, and collaborative team culture. • Support cross-functional projects and initiatives. 	10%
4	<p>Personal development and flexibility</p> <ul style="list-style-type: none"> • Maintain up-to-date knowledge of university systems and policies. • Proactively engage in professional development opportunities, including sector training and internal learning initiatives. • Work flexibly to meet changing priorities and support the leadership team. • Undertake other duties appropriate to the role and grade. 	5%

Person specification

	Essential	Desirable
Skills	<ul style="list-style-type: none"> • Excellent communication and interpersonal skills. • Strong analytical and problem-solving abilities. • High-level planning and organisational skills. • Ability to manage competing priorities and maintain attention to detail. • Proficient in Microsoft Office 365. 	
Knowledge and experience	<ul style="list-style-type: none"> • Proven ability to work independently and handle sensitive information. • Experience in stakeholder engagement and cross-team collaboration. • Understanding of business operations in a complex organisation. 	<ul style="list-style-type: none"> • Experience with CRM systems or data analysis tools.
Qualifications, certification and training (relevant to role)	<ul style="list-style-type: none"> • A-levels or equivalent, or NVQ Level 3 plus relevant experience. OR • Equivalent work experience in a comparable role. 	
Other	<ul style="list-style-type: none"> • Ability to work flexibly and adapt to change. 	



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 friendly, engaging and receptive, putting others at ease. Actively listens to others and goes out of way to ensure people feel valued, developed and supported.
- Taking ownership** Is clear on what needs to be done encouraging others to take ownership. Takes action when required, being mindful of important aspects such as Health & Safety, Equality, Diversity & Inclusion, and other considerations.
- Forward thinking** Drives the development, sharing and implementation of new ideas and improvements to support strategic objectives. Engages others in the improvement process.
- Professional pride** Is professional in approach and style, setting an example to others; strives to demonstrate excellence through development of self, others and effective working practices.
- Always inclusive** Builds effective working relationships, recognising and including the contribution of others; promotes inclusion and inclusive practices within own work area.

Key relationships with others



