

Job Description

Position:	Administration Officer
School/Service:	Research & Doctoral College
Reference:	PGD-027/P
Grade:	Grade 4
Status:	Permanent
Hours:	Full-Time (36.25 hours per week)
Reporting to:	RDC Operations Manager

Main Function of the Position:

To contribute to the delivery of an effective Professional Support Service for applicants, students and University staff. To proactively support the Research & Doctoral College in developing systems and processes ensuring that the University is compliant with its own Policies and Procedures and those of agencies such as OfS and UKVI. To deliver an efficient, fair, consistent and transparent customer focussed service to support the doctoral student journey, maximising application to enrolment conversion and timely completion.

Principal Duties and Responsibilities:

1. To be responsible for the initial assessment of doctoral applications and for ensuring that applicants receive accurate and timely responses to enquiries during all stages of the application process.
2. To liaise with colleagues to ensure quality data provides confidence in MI reports.
3. Respond to requests from stakeholders for advice and guidance regarding entry requirements, application routes and processes and other admissions related issues.
4. To contribute to the day-to-day operational activities of the Research & Doctoral College functions in accordance with established standard operating procedures which ensure that decisions are fair, robust and justified.
5. Verifying relevant qualifications and institutions as appropriate, against defined internally and externally generated criteria and guidelines to minimise fraudulent applicants. To include non-UK applications for equivalence using relevant reference sources such as ECTIS, and confirming English Language Proficiency to UKVI standards.
6. Undertake activities to support colleagues in relation to international students to enable the University to discharge its duties as a UKVI Tier 4 Highly Trusted Sponsor. To be aware of the requirements for issuance of Confirmation of Acceptance Studies (CAS) for Student Visas when required.

7. Provide assistance, training and support for staff across the University related to RDC processes and systems
8. Working as a team to ensure the integrity and validity of all data on SITS.
9. To support the RDC team with all student related activities including interviews, enrolment, assessment, progress, research ethics, APRs, examinations and awards ensuring compliance and relevant regulations are adhered to.
10. Organisation of RDC events such as conferences, webinars, workshops and training sessions including attendance as and when required.
11. Assist with the maintenance of accurate up to date records of staff attendance calendars and leave.
12. Provide support to ensure the Research & Doctoral College maintain accurate student attendance and engagement records.
13. Working flexibly as part of the team including some evening and weekend work at peak times.
14. Deputising for the senior members of the Research and Doctoral Team as appropriate.
15. From time to time undertake other duties commensurate with the grade of the post as required.
16. Ensure and maintain integrity and confidentiality of data in line with statutory and corporate requirements.
17. Ensure a safe working environment and abide by University health and safety policies and practices and to observe the University's Equal Opportunities policy and Dignity at Work policy at all times
18. Awareness of environmental and sustainability issues and a commitment to the University's associated strategy with respect to the performance / delivery of key responsibilities of the role.

Note:

This is a description of the position requirements as it is presently constituted. It is the University's practice to periodically review job descriptions to ensure that they accurately reflect the position requirements to be performed and if necessary, update to incorporate changes where appropriate. The review process will be conducted by the relevant manager in consultation with the post holder.

Please note that this appointment may be subject to Disclosure and Barring Clearance.

Person Specification

Position:	Administration Officer	Reference:	PGD-027/P
School/Service:	Research & Doctoral College	Priority (1/2)	
Criteria			Method of Assessment
1 Qualifications			
1 a)	GCSE in English and Mathematics, grade C or above (or equivalent), or equivalent standard of education	Priority 1	CV/Covering Letter
1 b)	Educated to Degree (or equivalent) in an appropriate subject, or equivalent experience	Priority 2	CV/Covering Letter
1 c)	An appropriate word-processing/IT qualification or relevant knowledge and experience	Priority 1	CV/Covering Letter
2 Skills / Knowledge			
2 a)	Competent in the use of appropriate IT systems such as word-processing, spreadsheets, databases and	Priority 1	CV/Covering Letter /Interview
2 b)	Competent in the operation of appropriate technology e.g. pc, telephone/voicemail, printer,	Priority 1	CV/Covering Letter Interview
2 c)	High standard of numeracy	Priority 1	CV/Covering Letter/ Interview
2 d)	Able to develop and operate systems for keeping clear and accurate records	Priority 1	CV/Covering Letter/Interview
2 e)	Able to present data in a clear, accurate and concise manner to students and colleagues	Priority 1	CV/Covering Letter /Interview
2 f)	Excellent oral communication and interpersonal skills to liaise effectively with colleagues, students and external contacts in a professional manner	Priority 1	CV/Covering Letter /Interview
2 g)	Excellent organisational skills	Priority 1	CV/Covering Letter/Interview
2 h)	Effective committee support skills, including minute taking, or potential to develop committee support	Priority 2	CV/Covering Letter/Interview
2 h)	Able to understand and apply complex rules and regulations e.g. UKVI	Priority 1	CV/Covering Letter /Interview

2 i) Able to contribute to and implement system, process or procedural development	Priority 1	CV/Covering Letter/Interview
3 Experience		
3 a) Experience of dealing with people in a customer care situation	Priority 1	CV/Covering Letter/Interview
3 b) Experience of using computerised record systems as a major administrative tool	Priority 1	CV/Covering Letter/Interview
3 c) Experience of Administration in a student facing service	Priority 2	CV/Covering Letter/Interview
3 d) Experience of supporting the issuance of Confirmation of Acceptance Studies (CAS) for Student Visas.	Priority 2	CV/Covering Letter/Interview
3 e) Experience of supporting committees including minute taking	Priority 2	CV/Covering Letter/Interview
3 f) Experience of setting and achieving deadlines for self	Priority 1	CV/Covering Letter/Interview
3 g) Experience of working to imposed deadlines	Priority 1	CV/Covering Letter/Interview
3 h) Experience of setting and monitoring deadlines for others	Priority 1	CV/Covering Letter/Interview
3 i) Experience of contributing to and implementing system, process or procedural development	Priority 2	CV/Covering Letter/Interview

Note:

1. **Priority 1** indicates **essential** criterion – an applicant would be unsuccessful if unable to satisfy all Priority 1 criterion.
2. **Priority 2** indicates **desirable** criterion - applicants failing to satisfy a number of these are unlikely to be successful.
3. It is the responsibility of the employee to ensure any professional accreditation/membership remains current
4. Employees are expected to have access to suitable IT equipment and broadband internet access at home to work remotely if required