

# Job Description

**Position:** Academic Administration Assistant

**Academic Group/Service:** Academic Support Services

**Reference:** QTU-0057-26

**Grade:** Grade 3

**Status:** Permanent

**Hours:** 18.12 (0.5 FTE) hours per week

**Reports to:** Lead for Academic Administration

## **Main Function of the Position:**

As a member of the Academic Office Team, to contribute to the effective operation of administrative functions in support of academic programmes in liaison with a wide range of internal and external agencies. To actively collaborate with academic and professional colleagues to ensure that an excellent quality of provision of administrative services is achieved and maintained at all times. To contribute to a range of activities to maximise resource utilisation and added value.

All post holders are required to take ownership of their own performance and the relationships they build with students, partners, the public and colleagues, demonstrating a positive attitude and commitment to their work.

All post holders are required to work flexibly and to work across the university and the service as demand necessitates.

## **Principal Duties and Responsibilities:**

1. To have a basic working knowledge of programme administration requirements, regulations and procedures which are effectively shared and communicated across the wider academic and professional teams.
2. To undertake the tasks associated with academic administration processes and procedures including accurate data entry, maintaining filing systems and processing purchase orders on behalf of academic schools.
3. To assist in providing an administrative service for a range of academic programmes having primary responsibility for a specific set of tasks.
4. To demonstrate a professional attitude, evidencing commitment to the University and the attainment of excellent quality of service.
5. To work with the Lead for Academic Administration and Senior Academic Administrator(s) to achieve and maintain customer service excellence, advising staff from across the University where appropriate
6. To create a constructive liaison point between the Academic Office, Academic Schools, partner organisations and other central support units.
7. To be actively involved in determining and advancing best practice and to contribute to the implementation of systems development in liaison with professional colleagues with the Academic Office and across the University.
8. To work effectively within a dynamic environment and optimise individual and team effort.

9. To support and advance as appropriate quality systems to ensure all work is of the highest standard of accuracy.
10. To contribute as appropriate to the unit planning process and to be actively involved in the achievement of performance targets.
11. To participate in University internal/external events, deemed appropriate to the duties and take part in academic activities such as open days, clearing, enrolment, awards ceremonies etc as required.
12. To treat everybody with whom you come into contact with dignity and respect, and to actively promote an inclusive attitude.
13. To participate and engage in staff development activity.
14. To perform other duties in negotiation with the Lead for Academic Administration as required.

The university is committed to upholding academic freedom and freedom of speech within the law. We support open and respectful debate, the exchange of ideas, and the right of staff and students to question, test, and advance knowledge without constraint, while recognising the responsibility to exercise these freedoms in a way that respects the rights of others.

**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 were appropriate. The review process will be conducted by the relevant manager in consultation with the post holder

## Person Specification

<b>Position:</b> Academic Administration Assistant		<b>Reference:</b> QTU-0057-26	
<b>Academic Group/Service:</b> Academic Support Services		<b>Priority</b>	<b>Method of Assessment</b>
<b>Criteria</b>		<b>(1/2/3)</b>	
<b>1 Qualifications</b>			
1 a)	GCSE in English and Mathematics, grade C or above (or equivalent), or equivalent standard of education	Priority 1	Application Form/Documentation
1 b)	Educated to FD/HND/NVQ Level 4 (or equivalent) in an appropriate subject, or equivalent experience	Priority 2	Application Form/Documentation
1 c)	An appropriate word-processing/IT qualification or relevant knowledge and experience	Priority 1	Application Form/Documentation
<b>2 Skills / Knowledge</b>			
2 a)	Competent in the use of appropriate IT systems such as word-processing, spreadsheets, databases and email	Priority 1	Application Form/Interview
2 b)	Able to operate systems for keeping clear and accurate records	Priority 1	Application Form/Interview
2 c)	Able to present data in a clear and accurate manner	Priority 1	Application Form/Interview
2 d)	Good oral communication and interpersonal skills to liaise effectively with colleagues, students and external contacts in a professional manner	Priority 1	Application Form/Interview
2 e)	Good organisational skills	Priority 1	Application Form/Interview
2 f)	Able to contribute to and implement system, process or procedural development	Priority 1	Application Form/Interview
<b>3 Experience</b>			
3 a)	Experience of dealing with people in a customer care situation	Priority 1	Application Form/Interview
3 b)	Experience of using computerised record systems as a major administrative tool	Priority 1	Application Form/Interview
3 c)	Experience of Academic Programme Administration	Priority 2	Application Form/Interview
3 f)	Experience of setting and achieving deadlines for self	Priority 1	Application Form/Interview
3 g)	Experience of working to imposed deadlines	Priority 1	Application Form/Interview
<b>4 Personal Qualities</b>			
4 a)	Awareness of the requirements associated with operating within a customer service environment	Priority 1	Application Form/Interview
4 b)	Able to work and contribute as a member of a team, whilst using own initiative as required	Priority 1	Application Form/Interview
4 c)	Able to work without close supervision	Priority 1	Application Form/Interview
4 d)	Able to work in a fast-paced environment and embrace change	Priority 1	Application Form/Interview
4 e)	Ability to take ownership of tasks and see them through to a timely completion	Priority 1	Application Form/Interview
4 f)	Able to follow procedures and respond to instructions from a senior colleague	Priority 1	Application Form/Interview

<b>Position:</b>	Academic Administration Assistant	<b>Reference:</b>	
<b>Academic Group/Service</b>	Academic Support Services	<b>Priority</b>	QTU-0057-26
<b>Criteria</b>		<b>(1,2,3)</b>	<b>Method of</b>
<b>5 Other</b>			
5 a)	Willing to undertake staff development, which may take place outside the University	Priority 1	Interview
5 b)	Awareness of the principles of the Data Protection Act, Freedom of Information Act and the Bribery Act	Priority 1	Interview
5 c)	Awareness of the requirements of Health & Safety within the work environment	Priority 1	Interview
5 d)	Commitment to the University's policy on equal opportunities and diversity	Priority 1	Interview
5 e)	Available to work evenings and outside the normal academic year	Priority 1	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. **Priority 3** indicates criterion **not specifically required** for the post but in a competitive situation may be used to select applicants who cannot be separated on priorities 1. and 2.