

Job Description

Position:	Senior Academic Administrator
Academic Group/Service:	Quality Transformation Unit / Academic Support Services
Reference:	QTU- 0279-26
Grade:	Grade 5
Status:	18 months fixed term
Hours:	36.25 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 management of and organisation of the administrative functions in support of academic programmes in liaison with a wide range of internal and external agencies. To provide leadership and motivation in collaboration with academic and professional colleagues to ensure that an excellent quality of provision of administrative services is achieved and maintained at all times. To co-ordinate a complex 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 an in-depth 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 maintaining and processing accurate student data to fulfil both internal and external requirements
3. To effectively service and support Data Reconciliation Meetings, Assessment Boards, Student-Staff Liaison Committees, School Boards and Academic Misconduct/Fitness to Practice investigations.
4. To provide an administrative service for a wide range of academic programmes having primary responsibility for the service quality and co-ordination and, in liaison with the Senior Administration Manager, be responsible for the co-ordination and delegation of activities where appropriate.
5. To demonstrate a professional attitude, evidencing commitment to the University and the attainment of excellent quality of service.
6. To work with the Lead for Academic Administration to achieve and maintain customer service excellence, advising staff from within the team and across the University where appropriate.
7. To create a constructive liaison point between the Academic Office, Academic Schools, partner organisations and other central support units.

8. In negotiation with the Lead for Academic Administration, supervise the work of Academic Administrator(s) and Academic Administration Assistant(s) which may involve induction, mentoring, training allocation of tasks and progress monitoring.
9. To be actively involved in determining and advancing best practice and implement systems development in liaison with academic and professional colleagues across the University, partners and the wider sector.
10. To work effectively within a dynamic environment and optimise individual and team effort.
11. To advance quality systems to ensure all work is of the highest standard of accuracy.
12. To contribute to the unit planning process and to be actively involved in the achievement of performance targets.
13. Provide cover as appropriate in the absence of others.
14. 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.
15. To inform the unit planning process and to be actively involved in the achievement of performance targets.
16. To treat everybody with whom you come into contact with dignity and respect, and to actively promote an inclusive attitude.
17. To participate and engage in staff development activity.
18. Ensure and maintain integrity and confidentiality of data and associated data protection requirements in line with statutory and corporate requirements
19. 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.

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

Position: Senior Academic Administrator		Reference: QTU- 0279-26	
Academic Group/Service: Academic Support Services		Priority (1/2/)	Method of Assessment
Criteria			
1 Qualifications			
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 Degree (or equivalent) in an appropriate subject, or equivalent experience	Priority 1	Application Form/ Documentation
1 c)	An appropriate word-processing/IT qualification or relevant knowledge and experience	Priority 1	Application Form/ Documentation
2 Skills / Knowledge			
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 develop, operate and manage 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/ Assessment
2 d)	Credible oral communication and interpersonal skills to liaise effectively with colleagues, students and external contacts in a professional manner	Priority 1	Application Form/ Interview/ Assessment
2 e)	Excellent organisational skills	Priority 1	Application Form/ Interview
2 f)	Effective committee support skills including minute taking	Priority 1	Application Form/ Interview
2 g)	Able to lead on the development and implementation of system, process or procedural change or small projects	Priority 1	Application Form/ Interview/ Assessment
3 Experience			
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 1	Application Form/ Interview
3 d)	Experience of supporting assessment boards	Priority 1	Application Form/ Interview
3 e)	Experience of supporting committees including minute taking	Priority 1	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
3 h)	Experience of setting and monitoring deadlines for others	Priority 1	Application Form/ Interview
3 i)	Experience of contributing to and implementing system, process or procedural development	Priority 1	Application Form/ Interview
3 j)	Experience of delegating and monitoring the completion of tasks	Priority	Application Form/ Interview

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Academic Group/Service: Academic Support Services		Priority	
Criteria		(1/2/)	Method of Assessment
4 Personal Qualities			
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 organise and prioritise tasks and workload for self and others through from initial stage to completion to meet	Priority 1	Application Form/ Interview
4 d)	Able to work without close supervision	Priority 1	Application Form/ Interview
4 e)	Able to work in a fast-paced environment and embrace change	Priority 1	Application Form/ Interview
4 f)	Able to take ownership of tasks and see them through to a timely completion	Priority 1	Application Form/ Interview
4 g)	Able to lead small groups/projects to achieve specific aims and objectives as agreed with the Line Manager	Priority 1	Application Form/ Interview/ Assessment
4 h)	Able to follow procedures and respond to instructions from a senior colleague	Priority 1	Application Form/ Interview
5 Other			
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, Prevent 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 flexibly and remotely and travel as appropriate in order to meet the needs of the service.	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. 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