

School Support Administrator Supplementary Information

The School Support Administrator (SSA) is a generic role which is deployed in a number of different contexts within the School Support Service. Whilst some SSAs have broad portfolios and responsibilities, others have narrower portfolios that cover more specific areas of expertise.

There are four primary areas of focus in which the role is deployed. These are indicative only and role holders may be asked to work across the full range of the role description:

Support for Student Administration

- Supporting major student focussed activities such as induction and matriculation, examinations and graduation;
- Supporting student records work, including responding to student queries through our records shop;
- Maintenance of appropriate databases including academic and student records;
- records management.

Support for Programme, learning and teaching activities

- Academic quality and external accreditation;
- Committee servicing;
- Programme administration and management (for undergraduate, taught postgraduate and research postgraduate students);
- Supporting school office and iPoint service delivery;
- Timetabling; and
- Maintenance of appropriate databases including academic and student records.


Support for academics

- Committee servicing;
- Executive and leadership support;
- Financial budgeting and control;
- Maintenance of appropriate databases including academic and student records;
- Procurement and purchasing; and
- Records management.

Support for Placements

- Supporting work based learning opportunities and placements;
- Maintenance of appropriate databases including academic and student records; and
- Records management.

SSAs are intended to operate broadly interchangeably and flexibly as support requirements demand, in order to deliver an efficient and resilient local service to academic areas. SSAs also work closely with other relevant staff (academic and non-academic) to ensure all School activities and priorities are supported coherently and appropriately to meet the University Strategy.

School Support Administrator	
Role Description	

Grade & Salary:	Grade 3
Campus Location:	Craiglockhart, Merchiston, Sighthill Role holders may be asked to change location from time to time to meet Service and development needs and may be required to visit other campuses regularly.
Responsible to:	The role is normally responsible to a School Operations Officer (SOO) and through this role to a School Support Manager (SSM). In addition to reporting formally to a SOO the role holder will also have a very close accountability and responsibility to the Dean of an academic school, and through this to members of School leadership (this could include specific School Academic Leads, subject group / theme / research group/programme leaders – as may be determined from time to time by the SOO).
Responsibility for:	The role holder does not have any line management responsibility.
Role Summary:	In support of delivering the University Strategy and Corporate Plan, the role holder will provide a comprehensive administrative support service to a School (or Schools). The School Support Administrator (SSA) is a generic role, which is deployed in a number of different contexts within the School Support Service. Whilst some SSAs have broad portfolios and responsibilities, others have narrower portfolios that cover more specific areas of expertise. SSAs are intended to operate broadly interchangeably and flexibly as support requirements demand, in order to deliver an efficient and resilient local service to academic areas. SSAs also work closely with other relevant staff (academic and non-academic) to ensure all School activities and priorities are supported coherently and appropriately to meet the University Strategy.

Main Duties and Responsibilities	
•	Provide a first line of contact both internally and externally for a School, ensuring a professional, customer focused and excellent service delivery to all users who come into contact with the School and the School Support Service.
•	Provide professional proactive support and advice to students, dealing with a wide range of enquiries on a day-to-day basis; taking steps to ensure the delivery of an excellent personalised student experience.
•	Provide proactive support and advice to academic staff, taking steps to ensure they are released to concentrate on undertaking School academic priorities.
•	As a team member contribute effectively to the operationalization of school support activities, which may include but not be limited to supporting elements of: <ul style="list-style-type: none"> • academic quality and external accreditation; • business development;

	<ul style="list-style-type: none"> • committee servicing; • executive and leadership support; • financial budgeting and control; • maintenance of appropriate databases including academic & student records; • procurement and purchasing; • programme administration and management (for UG, TPG & RPG students) • records management; • research and commercialisation activities; • staff recruitment; • timetabling; • workload allocation modelling (WAM) issues; • and work based learning opportunities and placements.
•	Work closely with academic leaders to understand their activities and priorities and ensure that these are supported appropriately, working in close liaison with SOOs and other service managers who will prioritise activities appropriately.
•	Act as clerk to agreed meetings, ad hoc groups and University sub-committees. This will involve minute taking, preparation and distribution of minutes and agendas, and working closely with conveners to ensure the work of the meeting is completed successfully.
•	Support financial matters for a designated area as required, such as: dealing with purchase orders; purchasing card; web requisitioning; and/or monitoring budget spend via the University's financial system.
•	Liaise with external examiners, external agencies and visitors arranging travel, etc. as required for visits and/or events that support the achievement of school priorities.
•	Responsible for meeting deadlines in respect of achieving school academic priorities, such as related to: undergraduate, taught postgraduate and research postgraduate student administration; planning rounds; and working groups and other university activities.
•	Support the development, delivery and evaluation of an excellent personalised student experience through distribution, collection and analysis of student questionnaires and contributing to activities that support external student surveys (e.g. NSS, PTES, PRES).
•	Support the school in the achievement of key performance indicators through working closely with academic colleagues to provide appropriate basic management information (spreadsheets, statistical information and analysis). This may include liaising with Programme Leaders in order to prepare statistical data in relation to student performance, progression and retention and ad hoc reports.
•	Engage with colleagues proactively to help the Service take deliberate steps to support the enhancement and development of processes, procedures and services so that they meet the nuanced local needs of academic communities, whilst delivering consistency and effective support for Schools.
•	Assist with the University's graduation ceremonies, open days and other corporate/school events to ensure such occasions are sufficiently supported to meet their objectives.
•	Demonstrate the University's values and behaviours and contribute actively to the development of an environment where colleagues feel proud, confident, challenged and supported; acting with respect and integrity at all times.
•	Engage fully in any training and staff development identified as being appropriate for the post-holder (through PDR), to ensure ongoing professional and personal development.
•	Be mindful of the need to encourage appropriate efficiency and delivery of value for money across the Service's activities.
•	To be responsible for ensuring that the information and records processed (received, created, used, stored, destroyed) on behalf of the University are managed in compliance with all applicable legislation, codes and policies.
•	Any other relevant duties in support of the work of the School and/or School Support Service.

Person Specification

Attributes	Essential Selection Criteria	Desirable Selection Criteria
Education/Qualifications	HNC / HND or Equivalent demonstrable experience in a similar role.	
Experience	Extensive demonstrable administration experience. High level of computer literacy, including MS Excel, MS Word, and network based email.	Experience of working in Further/Higher Education or public sector. Working knowledge of the Agresso system.
Skills/Personal Requirements	Sound communication and interpersonal skills with confidence in communicating at all levels across the University, both orally and in writing. Tactful and courteous telephone manner with an ability to deal with difficult calls. Ability to work to tight deadlines. A systematic approach and attention to detail. A strong commitment to customer service. A flexible and willing approach to the peaks and troughs of workload throughout the year. Ability to pick up instructions and information quickly and to adapt to changes.	Experience of forging relationships with internal, external, customers and suppliers. A commitment to students, the quality of their experience, and to their development and success.