

School Support Administrator



ROLE DESCRIPTION

GRADE

Grade 3

LOCATION

Sighthill, Merchiston,
Craiglockhart Edinburgh

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.

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.

LINE MANAGEMENT RESPONSIBILITY TO:

The role is normally responsible to a School Support Coordinator (SSC) or School Operations Officer (SOO).

In addition to reporting formally to a SSC/SOO the roleholder 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).

LINE MANAGEMENT RESPONSIBILITY FOR:

This role does not have any line management responsibilities currently.

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 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 operationalisation of school support activities, which may include but not be limited to supporting elements of:
 - academic quality and external accreditation;
 - business development;
 - 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;
 - 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 priorities 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 convenors 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 be including 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

ESSENTIAL

DESIRABLE

EDUCATION / QUALIFICATIONS

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| • Good passes at Higher Grades or equivalent demonstrable experience in a similar role. | ✓ | |
| • Further Education or Higher Education Qualifications. | | ✓ |

SKILLS / EXPERIENCE

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| • Highly numerate with relevant and proven experience of working in a Finance environment. | ✓ | |
| • Demonstrable administration experience. | ✓ | |
| • High level of computer literacy, including MS Excel, MS Word, and email. | ✓ | |
| • Experience of working in Further/Higher Education or public sector. | | ✓ |
| • 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 to attention to detail. | ✓ | |
| • A strong commitment to customer service. | ✓ | |
| • A flexible and willing approach to the peaks and troughs of workload throughout the year. | ✓ | |
| • 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. | | ✓ |