

# Job Description

Please complete all accessible boxes and refer to the guidance on writing Job Descriptions

Position Details	
Faculty/Directorate	Academic Services
School/Department	Education Services
Team	
Job Title	Education Services Administrator
Grade	4
Hours of Work	35
Contract Duration (Perm/Fixed Term)	Permanent
Reports To (Job Title)	Team Manager
Responsible For (Job Title)	N/a

Principal Accountabilities
To provide professional and efficient administrative support to Academic Services service areas.

Key Tasks
<p><i>Teamwork</i></p> <p>To actively participate in and contribute to the work of the team, covering for staff where appropriate.</p> <p>To maintain an understanding of internal and external initiatives and priorities relevant to the University's academic portfolio.</p> <p>To proactively contribute and provide information which needs careful explanation to team meetings and other office-wide activities.</p> <p>To actively engage with all relevant systems and processes.</p> <p><i>Service Delivery</i></p> <p>To be conversant with the services provided by the team in order to be able to provide first-level guidance to internal and external academic and professional services staff.</p>

To contribute towards continuous service enhancement, by sharing good practice and working collaboratively with others in the team to support the enhancement of processes and systems.

To build relationships and contacts with Faculty contacts to facilitate future exchange of information.

To assist with the operation of systems and procedures used to support all relevant academic and educational activity.

To contribute, as required, to the work of the team.

To frequently plan and manage small projects, ensuring the effective use of resources (E.g. events).

To gather and analyse data and provide thorough and accurate updates to the wider team.

#### *Administrative Support*

To provide administrative support to staff across the service in accordance with University processes and procedures.

To provide business support, including collation and distribution of documentation and taking of minutes, for a range of activities.

To update and maintain relevant accurate records via a range of University systems.

To manipulate data as required for a range of purposes.

To generate correspondence and documentation using appropriate IT packages.

### **Special Features**

The post holder will be expected to work flexibly to provide cover for and/or work in collaboration with colleagues across teams. This may on occasions, involve working to different hours. Some evening work and/or weekend work may be required in support of University wide activities.

### **Miscellaneous**

You have a legal duty, so far as is reasonably practicable, to ensure that you do not endanger yourself or anyone else by your acts or omissions. In addition, you must cooperate with the University on health and safety matters and must not interfere or misuse anything provided for health, safety and welfare purposes.

You are responsible for applying the University's Equal Opportunities Policy in your own area of responsibility and in your general conduct.

You have a responsibility to promote high levels of customer care within your own areas of work.

You are expected to co-operate with the PDR process, engaging in the setting of objectives in order to assist in the monitoring of performance and the development of the individual.

Such other relevant duties commensurate with the grade of the post as may be assigned by the Manager in agreement with you. Such agreement should not be unreasonably withheld.

You may be required to undertake a specific Health & Safety role, commensurate with your grade, to support the University in meeting its statutory Health & Safety obligations. This could include acting as a

DSE Assessor, First Aider, Fire Marshall or Departmental Safety Co-ordinator. The allocation of such roles will be subject to the provision of appropriate training and assessment of competence.

You may with reasonable notice, be required to work at any of the Manchester Metropolitan University sites. You have the responsibility to engage with the University's commitment to Environmental Sustainability in order to reduce its waste, energy consumption and carbon footprint.

You have the responsibility to engage with the University's commitment to delivering value for money services that optimise the use of resources and therefore should consider this when undertaking all duties and aspects of your role.

## Review

This is a description of the job at the time of issue. It is the University's practice periodically to review and update job descriptions to ensure that they accurately reflect the current nature of the job and requirements of the University and to incorporate reasonable changes where required, in consultation with the jobholder.

## Person Specification

In order to be shortlisted you must demonstrate that you meet all the essential criteria and as many of the desirable criteria as possible. Where we have a large number of applications that meet all of the essential criteria, we will then use the desirable criteria to produce the shortlist.



All disabled candidates who meet the minimum essential criteria will be included on the shortlist.

### Selection Criteria

Attributes		Item	Relevant Criteria	Essential/ Desirable
1	Skills & Abilities	1.1	Ability to provide first-level advice and guidance regarding quality matters to a range of internal and external stakeholders.	E
		1.2	Understanding of the services provided by the team to provide accurate help and assistance to colleagues.	E
		1.3	Proactive approach to managing workload and resources to achieve agreed objectives, providing support to other members of the team as required.	E
		1.4	Ability to collate and deliver information to stakeholders in a wide range of formats.	E
		1.5	Ability to manipulate data accurately through a range of tools and systems.	E
		1.6	Ability to provide accurate accounts of meetings and events in the form of formal minutes, notes and action points.	E
E	General & Specialist Knowledge	2.1	Proficiency in working with standard office IT applications, i.e. Microsoft Word, Access and Excel and PowerPoint, as well as the ability to learn how to access and interrogate in-house systems and a willingness to develop InDesign software application skills.	E
		2.2	Demonstrates continuous development by acquiring relevant skills and competencies and undertakes training as required by the service and legislation.	E
3	Education & Training	3.1	Education equivalent to 2 passes at A Level plus GCSE passes at grade A – C in English and Maths)/NVQ Level 2 or a period of sustained relevant experience showing clear evidence of literacy and numeracy.	E

4	Relevant Experience	4.1	Administrative experience that has included responsibility for administrative processes.	E
		4.2	Experience of providing information, advice and guidance to a range of stakeholders in a Higher Education environment.	D
		4.3	Experience of using at least one expert enterprise-wide student and/or curriculum system.	
5	Special Requirements	5.1	Evidence of a commitment to Equal Opportunities.	E
		5.2	Willing to work outside of standards hours as required.	E
Date of Revision			March 2020	