Job Description

Job title	Administrative Assistant
School / department	Academic Administration - Registry
Grade	4
Line manager	Senior Admin Officer

Main purpose of the job

This job description sets out a range of duties that will be undertaken by the Administrative Assistant.

The main purpose of this role is to work within the Schools and Colleges Administration teams in the Registry to provide excellent customer service, provide information to students about their studies, provide School/College related information to staff and other stakeholders, and perform course and module administration related tasks.

This role will contribute towards the provision of an effective, efficient and professional quality administrative service within the Registry, working within the University's processes, procedures and guidelines.

Whilst on a day-to-day basis the post holder may have certain duties allocated to him/her, he/she will be required in certain circumstances to undertake other duties to ensure a full administrative service is maintained in order to support the operation of the Registry and especially of Schools and Colleges Administration. The day-to-day work in the position will normally focus on one or two School(s)/College(s) but the postholder is required to work flexibly across other Schools and Colleges, and on different sites of the University, as required.

This appointment requires a flexible approach to working hours and to providing administrative support to cover the duties of Schools and Colleges Administration in support of students' academic studies. The post holder will liaise with members of the Schools' and Colleges' Administration team, other Registry staff, academic staff, and the wider University community.

Key areas of responsibility

Specific Tasks and Duties

- Provide an excellent customer service to students at all times; assisting with face-to-face queries at the counter (day and evening work), answering telephone calls, and responding to all emails and queries in a timely manner.
- Proactively assist in the enrolment and registration processes for all students, including scanning of student information, complying with the UK Visa Immigration and any Government/Professional Body requirements, and undertaking routine fee assessment and identity checks as required.
- Assist with the maintenance of accurate student records and files, supporting other Administrative Assistants, Administrative Officers, and Schools and Colleges Administration

Managers (SAOs), including inputting student record and assessment data on to the student records system (currently, UNIT-e).

- Assist with the administration of assessment processes, including preparation for assessment boards, mark entry, preparing agendas and taking minutes for these Boards, respecting principles of data protection legislation and confidentiality
- Report writing and making presentations as required.
- Proactively assist with the monitoring of student attendance and engagement, and confirmation of attendance when required. Dealing with data manipulation and data retrieval tasks as appropriate for the Grade.
- Performing day-to-day course administration as requested by the Line Manager.
- Assist at Graduation Ceremonies and other University events, which may include evening and/or weekend work.
- Undertake general administrative duties including filing and dealing with the post.
- Manage the students' submission of work for assessment via Turnitin and ensure accurate recording of submissions.
- Maintain an up-to-date knowledge of all key student-facing issues, attending training as required.
- Support running of Selection days in both London and Berkshire.
- Other administrative tasks as required by the Line Manager.

Planning and Organising

- Planning and prioritising own workload to ensure that all deadlines are met in line with the Schools and Colleges Administration requirements, and in line with the Registry and University Annual Calendars of activities.
- Take individual responsibility for own area of work and be able to work on own initiative as required.
- Collaborative planning, and planning of own work taking into account the work of other Administrative Assistants.
- Maintain an awareness of key activities within the Student Lifecycle.

Internal and External Communication and Customer Interface

- Adopt a professional, flexible and customer-focussed approach in all communications and ensure that an effective and excellent standard of service is provided at all times to the University Community.
- Deal with written and telephone enquiries from the public and external professional bodies sensitively and confidentially, escalating issues/queries to the Line Manager when appropriate. Communication via the VLE, Skype and other electronic media as required by the task, or by good collaborative (incl. cross-site) administrative practice.
- Assist with maintaining good communications with the Student Community.
- Use effective communication skills, both oral and written, to deal tactfully, efficiently and effectively with people at all levels, including students, management, academic and administrative staff, and professional staff across the University.
- Act as an effective team member and participate in relevant meetings, workshops, training events etc., as requested by the Line Manager.

In addition to the above areas of responsibility, the position may be required to undertake any other reasonable duties relating to the broad scope of the position.

Person Specification

Criteria	Essential	Desirable
Qualifications and/or membership of professional bodies	Degree or equivalent/ relevant work experience	Relevant experience in an HE Environment
Knowledge and experience	Experience working in a customer-facing office environment, involving both data inputting and contact with customers Experience of working within a team in a changing environment and frequently under pressure Experience of planning and prioritising work Understanding of cross-cultural awareness, working with a diverse community Experience of data entry and retrieval activities on a large database, preferably student records	Experience of HE administration
Specific skills to the job	Excellent customer service skills with the proven ability to be helpful and patient, and to have empathy Excellent IT skills, especially MS Office applications (Word and Excel) and an understanding of computer systems, databases and email experience	Understanding of the issues in Higher Education, either through personal experience or previous work in HE Report writing and presentation skills Ability to understand data manipulation and retrieval
General skills	Able to work methodically and follow set processes and procedures accurately Good numeracy skills	

	Good literacy skills Good understanding of data integrity and attention to detail regarding data quality Ability to respond quickly to changes in legislation and regulations	
Other	Ability to deal with queries and escalate issues appropriately Ability to balance conflicting workloads and prioritise own workload effectively Ability to adapt to change and willingness to learn new IT skills and attend training courses Ability to respect the principles of data protection legislation and to maintain a high level of confidentiality at all times Ability to work as a flexible and effective member of a team and to work effectively within a team and contribute to the team's development and assist team members when necessary Ability to communicate with a wide range of people at all levels both inside and outside of the University Strong cultural awareness with an understanding of, and commitment to, equal opportunities Self- motivated, with a flexible approach to work Problem solving ability and analytical skills	

	Able to use initiative	
Disclosure and Barring Scheme	This post does not require a DBS check	

Essential Criteria are those, without which, a candidate would not be able to do the job. Applicants who have not clearly demonstrated in their application that they possess the essential requirements will normally be rejected at the shortlisting stage.

Desirable Criteria are those that would be useful for the post holder to possess and will be considered when more than one applicant meets the essential requirements.