

Job Description

Position:	Administration Assistant
Academic Group/Service:	School of Psychology
Reference:	PSY-043/P
Grade:	Grade 3
Status:	Fixed term – 12 months
Hours:	Full-time; 36.25 hours per week
Responsible to:	Head of Department

Main Function of the role:

The role will encompass a variety of administrative tasks, covering areas such as student support, managing student records, coordinating timetables, assisting with the organisation of assessments and examinations, and assisting with broader professional support services (e.g., organising and updating digital folders, booking staff meetings and sending calendar invites, minute-taking in meetings, assisting with the admin around purchases, booking travel for staff members, managing the admin around the payment of VHTs and guest speakers, etc)

Your attention to detail and strong organisational skills will be essential in maintaining accurate and up-to-date documentation, facilitating effective communication, and supporting the efficient functioning of the School of Psychology.

The role will require interaction with university staff, students, graduates and organisations external to the institution.

Principal Duties and Responsibilities:

1. Providing administrative support: You will be responsible for handling various administrative tasks, such as managing schedules, organising meetings, handling correspondence, minute taking and maintaining records. This will require strong organisational and time management skills.
2. Supporting faculty and staff: You will help facilitate communication and coordination among faculty and staff members, ensuring smooth operations within the school. This may involve assisting with faculty meetings, managing faculty calendars, and providing support for faculty-led initiatives.
3. Handling financial tasks: You may be responsible for managing financial tasks, such as processing invoices, monitoring budgets, and coordinating with finance departments to ensure accurate financial records.
4. Handling HR tasks: You may be responsible for managing HR administrative tasks, such as handling CV's, keeping departmental HR records up to date.
5. Assisting with curriculum delivery: You may support the curriculum development process, working closely with faculty members. This may involve assisting with course scheduling, maintaining curriculum records, and coordinating with relevant departments.
6. Assisting with marketing and communication: You may be involved in supporting the marketing and communication of programmes, events and development of the School of Psychology.
7. Event coordination: You will help with event coordination, from short courses to large-scale community consultation events.

8. Academic administration: You will be required to assist with academic administration tasks to support academic colleagues.
9. Supporting research activities: You may assist with research-related tasks, such as coordinating research projects, managing research databases, and providing administrative support to research teams.
10. Maintaining confidentiality and professionalism: As an Administration Assistant, you will handle sensitive information, so it is crucial to maintain confidentiality and professionalism at all times.
11. Collaborating with other departments: You will work closely with other departments within the school, such as Finance, Human Resources, and Facilities Management, to ensure efficient operations and support the overall mission of the School.
12. Collaborating with key partners and stakeholders: You will work closely with key partners and stakeholders such as the local healthcare education providers, local community organisations, local businesses.
13. Staying updated with policies and regulations: It is important to stay informed about relevant policies, regulations, and best practices in healthcare education and administration to ensure compliance and contribute to the continuous improvement of the school.

Additional Information

14. Work flexibly and support other services at peak times, as directed by your line manager.
15. To work flexibly as part of the team, which may require working evenings and weekends when required. To assist with events and open days and cover other areas in times of staff shortage.
16. To attend open events, noting that this may include some evenings and weekends.
17. Undertake other duties commensurate with the nature and grading of the role as determined by your line manager.

Person Specification

Position: Administration Assistant		Reference: PSY-046/P	
School/Service: School of Psychology			
Criteria		Method of Assessment	
1	Qualification		
1 a)	Educated to degree standard	Priority 2	Application Form/Documentation
1 b)	Educated to A Level standard or equivalent standard of education	Priority 1	Application Form/Documentation
1 c)	GCSE, grade C or equivalent in English and Mathematics, or equivalent standard of education	Priority 1	Application Form/Documentation
2	Skills / Knowledge		
2 a)	Excellent organisational and time management skills:	Priority 1	Application Form/Supporting Statement/Interview
2 b)	Proficiency in office software, particularly Microsoft Office suite: Word, Excel, Powerpoint, Sharepoint, MS Teams	Priority 1	Application Form/Supporting Statement/Interview
2 c)	Good communication skills, demonstrating an ability to deal with a wide range of people,	Priority 1	Application Form/Supporting Statement/Interview
2 d)	Demonstrate numeracy skills and the ability to identify problems and resolve issues effectively	Priority 1	Application Form/Supporting Statement/Interview
2 e)	Demonstrate a high level of accuracy and attention to detail	Priority 1	Application Form/Supporting Statement/Interview
2 f)	Ability to work independently and as part of a team	Priority 1	Application Form/Supporting Statement/Interview
2 g)	Demonstrate problem solving skills with the ability to identify and resolve issues effectively	Priority 1	Application Form/Supporting Statement/Interview
2 h)	Willing and able to work in a flexible and agile way and move between teams, quickly learning processes and providing support as required	Priority 1	Application Form/Supporting Statement/Interview
2 i)	Flexible and responsive to customer needs and able to provide information and guidance, whilst maintaining confidentiality	Priority 1	Application Form/Supporting Statement/Interview
2 j)	Excellent written communication skills	Priority 1	Application Form/Supporting Statement/Interview
3	Experience		
3 a)	Experience gained within the Higher Education sector or similar environment	Priority 2	Application Form/Supporting Statement/Interview
3 b)	Experience working with administrative processes in a customer facing office environment	Priority 1	Application Form/Supporting Statement/Interview
3 c)	Experience of working in a process-driven team environment, demonstrating an ability to be flexible and provide support for colleagues.	Priority 2	Application Form/Supporting Statement/Interview
3 d)	Experience of working to imposed deadlines	Priority 2	Application Form/Supporting Statement/Interview

4	Personal Qualities		
4 a)	Able to work with minimal supervision and complete projects on time and to deadlines	Priority 1	Interview
4 b)	Adaptable and flexible to meet changing circumstances in the working environment and embrace change	Priority 1	Interview
4 c)	Able to work effectively as part of a team and as an individual	Priority 1	Interview
4 d)	Awareness of the requirements associated with operating within a customer service environment	Priority 1	Interview
4 e)	Highly organised and able to prioritise and manage own work to achieve deadlines set by others	Priority 1	Interview
4 f)	Able to use initiative as and where appropriate	Priority 1	Interview
4 g)	Commitment to continuous improvement and creative ways of working	Priority 1	Interview
5	Other		
5 a)	Willingness to work flexibly to meet the needs of the University, which may require working at times outside of normal working hours. This includes evenings, weekends and outside the academic year.	Priority 2	Interview
5 b)	Commitment to the University's policy on equal opportunities and diversity	Priority 1	Interview
5 c)	Willing to undertake appropriate staff development to keep up to date with the requirements of the role, which may take place outside the University	Priority 1	Interview
5 d)	Available to travel as appropriate in order to meet the needs of the service	Priority 1	Interview

Note:

1. **Priority 1** indicates **vital** criteria - a candidate would be unsuccessful if unable to satisfy a Priority 1 criteria.
2. **Priority 2** indicates **desirable** criteria - candidates failing to satisfy a number of these are unlikely to be successful.
3. Please note it is normally expected that a new appointee will commence at the bottom of grade.