UNIVERSITY OF LINCOLN
JOB DESCRIPTION

JOB TITLE	Administrator				
DEPARTMENT	Professional Development Centre, College of Social Science				
LOCATION	Brayford				
JOB NUMBER	CSS002	**GRADE**	4	**DATE**	December 2017
REPORTS TO	Senior Administrator / Centre Coordinator				

CONTEXT

The post holder will work as part of the Professional Development Centre administrative team following standard University guidelines and procedures, but is also expected to work on their own initiative and prioritise their workload to meet tight internal deadlines. The post holder is also expected to use their judgement to deal with queries and problems on a daily basis.

JOB PURPOSE

To provide effective and efficient administrative support to the Professional Development Centre team within the College of Social Science with minimum supervision and ensuring that work conforms to the agreed quality standard, guidelines and procedures.

KEY RESPONSIBILITIES

General Administrative Support

- Provide administrative support as directed to ensure that the administrative responsibilities of the Professional Development Centre are discharged in full.

- Work closely with and provide support for other administrators within the Professional Development Centre and be able to stand in for or cover for colleagues in similar roles where required.

- Clarify matters of a non-routine nature dealing with some complex queries and explaining a range or procedures and processes.

Co-ordination of Student-Related Administration

- Contribute to the collection of examination papers, including resit papers, in accordance with University guidelines and procedures.

- Collation of student options

- Inputting of student marks

- Work closely with academic staff within the College and the Professional Development Centre Manager to schedule the submission of student work in a timely manner, and to ensure safe receipt and storage of the same.

- Timetabling and room booking as required

- Organise and officer relevant internal and external meetings including the Professional Development Centre's Subject Committees and meetings with external partners etc.

- Provide support for the organisation of Professional Development Centre's short courses as and when required.

Student Administration Department Support

- Build relationships with the Student Administration Department to ensure the timely and effective co-ordination and communication of central Student Administration functions within the School. This includes maintenance and archiving of School student records, including contributing to the timely and accurate maintenance of student names and addresses, using the central computerised student records system.

Liaising and Networking

- Build relationships and be the key point of contact with key academic staff, Student Administration staff and external examiners on named programmes linked to the Professional Development Centre in respect of the organisation of the Board of Examiners.

- Liaise with Professional, Statutory and Regulatory Bodies (PSRBs) as required by the Professional Development Centre Management.

Record Keeping
- Provide a collection and transmission service for forms and papers affecting the student record, and an assessment collection and return service, as required.   - Manage attendance registers and contact students who are not in attendance in line with University regulations.
Dealing with Enquiries
- Act as the first point of contact for enquiries regarding Short Courses and Programmes offered by the Professional Development Centre, offering appropriate and professional advice and guidance.   - Act as a referral service for staff/students in order to resolve any student-related and timetabling queries.   - Act as an information and referral service within the Professional Development Centre on procedures and paperwork relating to student and programme records.
University Wide Support
Participate in University events/activities, including student enrolment and award ceremonies, as and when required.

In addition to the above, undertake such duties as may reasonably be requested and that are commensurate with the nature and grade of the post.

ADDITIONAL INFORMATION

Scope and dimensions of the role
The post holder will largely manage their own time and determine priorities in order to achieve the required output. The post holder will apply knowledge and judgement to determine the best approach from a number of identifiable solutions in order to resolve problems. The post holder will be an experienced team member.

Key working relationships/networks	
Internal	**External**
- Professional Development Centre – Director, Manager and Project Manager - Professional Development Centre Administration Team - Academic Staff in the College of Social Science - Students - Student Administration Staff/Student Support Centre - Registry staff	- External examiners - Professional and accrediting bodies - Private Sector organisations - Local Authorities - Providers of NHS services

UNIVERSITY OF LINCOLN
PERSON SPECIFICATION

JOB TITLE	Administrator	**JOB NUMBER**	CSS002

Selection Criteria	**Essential (E) or Desirable (D)**	**Where Evidenced Application (A) Interview (I) Presentation (P) References (R)**
Qualifications:		
Administrative or IT qualification(s)	D	A
Customer service or Information, Advice and Guidance qualification(s)	D	A
Experience:		
Customer service experience	E	A/I
Administrative experience	E	A/I
Relevant experience of Higher Education student administration procedures and systems	D	A/I
Relevant experience in a student facing role	D	A/I
Skills and Knowledge:		
High standard of written and oral communication skills	E	A/I
Highly computer literate, eg Microsoft Office or equivalent	E	A
Ability to organise self and others	E	A/I
Effective problem solving skills	E	A/I
Ability to work under pressure to tight deadlines	E	A/I
Knowledge of working in HE in student administration	D	A/I
Knowledge of HE student administration procedures and systems	D	A/I
Competencies and Personal Attributes:		
Enthusiastic and flexible approach to work	E	I
Effective team member	E	A/I
Able to work independently and use initiative	E	A/I
Customer orientated approach to work	E	I
Professional courteous manner	E	I
Business Requirements:		
Flexible hours to accommodate very occasional evening and weekend work	E	A

Essential Requirements are those, without which, a candidate would not be able to do the job. **Desirable Requirements** are those which would be useful for the post holder to possess and will be considered when more than one applicant meets the essential requirements.

Author	AC	**HRBA**	HA