

OUR REWARD PRACTICES/ JOB DESCRIPTION:

Administrative Assistant: Faculties Support

Date created:

Date created

Date updated:

Date updated

Generic role title:	Administrative Assistant
Job family:	Administration, Professional & Managerial
Reference number:	ACD-040-19
Grade:	Grade 4
Salary Scale:	£19,830 - £22,017 <i>per annum pro rata</i>
Contract:	Fixed term for 12 months Part time 0.5 FTE
School/Department:	Faculties Support Office, Academic Division
Location:	University of Kent, Canterbury campus
Line manager:	Faculties Support Officer: Compliance or their nominee
Immediate line reports:	N/A

Job purpose

To contribute to the Faculties Support Office's provision of a high quality professional administrative and executive service to the faculties and schools with particular reference to Quality Assurance and Codes of Practice requirements.

Key accountabilities

This section details the main accountabilities (or responsibilities) of the job, together with a selection of indicative duties. Other duties, commensurate with the grading of the post, may also be assigned from time to time.

		Frequency
1.	To provide support to the Faculties Support Officers responsible for approval of new programmes and modules in order to comply with University quality assurance requirements	Daily

Example duties:



1.1	Maintaining accurate records to demonstrate to internal and external auditors and assessors that each faculty complies with University QA requirements and that such requirements are effective.	
1.2	Preparing accurate and concise reports for Faculty and University committees	
1.3	Completing the required forms to have new modules and programmes set up on the Student Data System	
1.4	Liaising with academic schools, the Finance department, and the Central Student Administration Office, as appropriate.	
2.	To provide administrative support across a range of areas within the Faculties Support Office, including reviews, planning, Faculty websites and Freedom of Information requests	<i>Frequency</i>
		Daily
Example duties:		
2.1	Dealing with internal and external communications in a timely and effective manner including mail, email, telephone and personal enquiries; monitoring the office email address, opening and distributing mail.	
2.2	Maintenance of websites using Dreamweaver. This may include writing content, publishing minutes, committee papers, module and programme specifications and information for staff and students.	
2.3	Providing clerical support to the Faculties Support Officer: Compliance.	
2.4	Collating data from Schools in response to Freedom of Information requests and Subject Access requests and responding to the Information Compliance Office.	
3.	To provide support for Committees and meetings organised by the Faculties Support Office to ensure Faculty business is conducted efficiently and in accordance with University and Faculty requirements	<i>Frequency</i>
		Daily
Example duties:		
3.1	Drafting agendas, collating and distributing papers	
3.2	Typing up and distributing minutes	
3.3	Communicating with members for meetings and committees managed by the Faculties Support Office	

3.4 Taking minutes of Faculty committee meetings from time to time as required		
4.	To provide support for the appeals processes for each Faculty, maintaining confidentiality at all times, to ensure student appeals are dealt with sensitively and fairly	Frequency
		Daily
Example duties:		
4.1	Receiving student appeals for each Faculty; updating the students' records where applicable	
4.2	Liaising with and providing information to academic schools and other parts of the University	
4.3	Assembling relevant papers for appeals; drafting documents	
4.4	Obtaining statistical data on appeals using the student data system.	
5.	To contribute to the review and revision, where necessary, of specific procedures in order to achieve greater efficiency and a greater level of consistency across the Faculties.	Frequency
		Annually
Example duties:		
5.1	Attending away days and workshops to consider ideas	
5.2	Contributing to ideas for the area of specialism	
5.3	Reviewing procedures on a cyclical basis	
5.4	Undertaking individual projects from time to time as assigned by the Faculties Support Officer: Compliance	
6.	To provide support for late intermission applications to ensure that applicants are dealt with sensitively and in accordance with University Regulations	Frequency
		Daily
Example duties:		

6.1	Receiving and logging late intermission applications
6.2	Preparing papers for consideration by the relevant Dean of Faculty
6.3	Notifying the School and Central Student Administration Office of the outcome

Internal & external relationships

This section indicates with whom the job holder comes into contact and liaises/communicates with on a regular basis, and for what purpose.

Internal: FSO staff, Deans, Associate Deans, Heads of Administration, Heads of School, School Administration Managers, Quality Assurance Office, School Directors of Education, Graduate Studies, and Research. Chairs of Boards of Examiners and Chairs of School Disciplinary Committees.

External: External Examiners

Health, safety & wellbeing considerations

This job involves undertaking duties which include the following health, safety and wellbeing considerations:

Regular use of Screen Display Equipment

Person specification

The person specification details the necessary skills, qualifications, experience or other attributes needed to carry out the job. Applications will be measured against the criteria published below.

Selection panels will be looking for clear evidence and examples in an application, or cover letter (where applicable), which back-up any assertions made in relation to each criterion.

Qualifications / training	Essential	Desirable	Assessed via*
Educated to GCSE English or maths or equivalent.	✓		A
A level or equivalent qualification	✓		A
Degree or equivalent qualification		✓	A
CLAIT/European Computer Driving Licence or an equivalent IT qualification or equivalent experience	✓		A

Knowledge, skills and experience	Essential	Desirable	Assessed via*
Experience of academic administration in higher education		✓	A, I

Experience of working collaboratively within a busy team, liaising effectively with colleagues and building constructive working relationships.	✓		A, I
Proficient in prioritising competing responsibilities, working under pressure and meeting conflicting deadlines and targets.	✓		A, I
Competent user of the Microsoft Office suite of programmes e.g. Word and Excel, and an experienced user of email and the Internet.	✓		A, I, T
Experienced user of Dreamweaver		✓	A, I
Experience of committee support and ability to recognise the key points of discussion in a committee setting and to write concise summaries		✓	A, T
Knowledge of Quality Assurance procedures		✓	A, I
Experience of operating a data entry system		✓	A, I
Strong communication skills with the ability to communicate effectively both verbally and in writing	✓		I, T
Fast and efficient working practices whilst maintaining a high level of accuracy and attention to detail	✓		I, T
The ability to deal firmly and tactfully with staff at all levels and with students	✓		I
The ability to deal sensitively with confidential matters	✓		A, I

Additional attributes	Essential	Desirable	Assessed via*
Committed to working as part of a team	✓		I
Willingness to be flexible and take on new tasks	✓		I
A polite, professional and helpful manner for dealing with students as well as academic and administrative staff across the University	✓		I
Commitment to professional development	✓		I

*Criterion to be assessed via:

A = application form or CV/cover letter

I = interview questions

T = test or presentation at interview