

Job Description

Graduate & Researcher College Assistant

Salary:	Grade 4
Contract:	Full time, fixed term
Location:	Canterbury Campus
Responsible to:	Research Programmes Administration and Experience Manager
Job family:	Administrative, professional and managerial

Job purpose

The Graduate & Researcher College (GRC) Assistant will provide a range of essential secretarial and administrative support for the GRC Team. The post-holder must be able to work confidently, professionally and use initiative to resolve problems as and when they arise.

The GRC Assistant is the first point of contact for a wide variety of people at all levels (both internally and externally) and will be expected to gain a good knowledge of the remit of the GRC and the University's procedures to support postgraduate students. The post-holder will be expected to work with a minimum of supervision as part of the busy administrative team, showing flexibility and competence in answering queries, meeting changing priorities and working to tight deadlines.

Key accountabilities

The following are the main duties for the job. Other duties, commensurate with the grading of the job, may also be assigned from time to time.

- Reviewing, developing and making recommendations to enhance the GRC website, SharePoint and Moodle pages so that it remains an interesting, informative and up-to-date resource for postgraduate students, academic, research and Professional Services staff, prospective applicants and external visitors to the site.
- Proactively coordinating postgraduate student communication via initiatives such as the weekly email bulletin, social media, GRC blog, and website.
- Managing the GRC email inbox, and either dealing immediately with enquiries where appropriate or forwarding emails on to other relevant team members as required.
- Supporting the work of the Research Programmes Administration and Experience Manager in relation to student experience, marketing and comms, including working with students and other members of the GRC team on specific projects as required (e.g. PG coffee mornings, PG community experience awards, the annual PG conference, Summer at Kent, PG surveys etc).
- Providing general clerical and secretarial assistance within the GRC including taking minutes of meetings and taking responsibility for specific areas of administration.
- Collaborating with other colleagues on the central and local delivery of induction events for PGR students.

- Supporting a programme of postgraduate student recruitment activities, which showcase Kent as an attractive destination for potential applicants, including Open Days.
- Undertaking financial processing work in relation to the GRC's activities, as required.

Key challenges and decisions

The following provide an overview of the most challenging or complex parts of the role and the degree of autonomy that exists.

- Will need to build up positive working relationship with Divisional/School Academic and Professional Services staff and to develop a good knowledge and understanding of the work of the GRC to enable them to answer commonly received queries.
- The role holder will need to be capable at dealing with a high volume of queries received from staff members and postgraduate students via shared mailboxes and on the telephone, ensuring a high level of care, confidentiality and consistency

Internal & external relationships

Internal: Other members of the Graduate and Researcher College, PG students, academic staff, members of staff in other central service departments.

External: External enquirers, visiting speakers and trainers, and prospective applicants.

Health, safety & wellbeing considerations

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

- Regular use of Screen Display Equipment
- Repetitive limb movements
- There may be a requirement to occasionally work evenings and weekends (to support Open Day Events)

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.

Essential Criteria:

- Administrative experience in a similar role (A, I)
- Good IT skills including in-depth knowledge of Microsoft Office packages and the confidence and willingness to learn and use new applications (A, I)
- Ability to problem solve and manage own workload to specific deadlines (I)
- Excellent team working skills, with the ability to work independently (I)
- Brilliant interpersonal skills, ability to liaise effectively with all contacts, and a professional attitude to work (I)
- Accuracy in record keeping and attention to detail (I)

- Firm commitment to achieving the University's vision and values, with a passion for a transformative student experience and multidisciplinary, impactful research (I)
- Commitment to deliver and promote equality, diversity and inclusivity in the day to day work of the role (I)

Desirable Criteria:

- First degree or equivalent professional qualification or experience (A)
- Recent experience of working or studying within Higher Education (A)
- Experience of minute-taking (I)
- Understanding of financial procedures (A)

Assessment stage: A - Application; I - Interview; T - Test/presentation at interview stage