University of Edinburgh

Administrative Officer

1. Job Details

Job title: Administrative Officer (0.6 FTE)

School/Support Department: Office of Lifelong Learning

Line manager: Deputy Director of OLL

2. Job Purpose

Develop and maintain contractual systems for OLL core staff and tutors. Report continuing education student HESA data to the University Registry. Provide administrative support for Quality Assurance of OLL CE provision. Act as secretary to the OLL Assessment Board.

3. Main Responsibilities

1. Initiating and supervising the contracts procedure for OLL core staff and part-time tutors in line with HR policy to ensure that all staff are issued with appropriate contracts. Ensuring HR systems are in place and adhered to by: taking up references for all staff; recording of sickness absences, resignations, redundancies, maternity leave and retirements. Ensuring robust systems are in place and are followed in respect of tutor pay claims, work shadowing on issuing tutor payments. Acting as authorised signatory for tutor pay claims and sole operator of University Oracle (RELP) system. 30%

2. Collecting, collating and validating student data for all Continuing Education short courses within the University to meet HESA reporting requirements to ensure compliance with legal requirements; checking accuracy of data and meeting submission deadline. Involvement in technical development to integrate systems in EUCLID so that OLL data systems can be incorporated into new student system. 20%

3. Acting as Secretary to the OLL Assessment Board: handling documentation for External Examiners, drawing up their contracts and dealing with their expenses claims; taking Minutes of the annual Assessment Board meeting to ensure the smooth running of the administration of the Board. 5%

4. As Freedom of Information Practitioner: raising staff awareness of FOI issues and ensuring staff know how to handle requests; creating and maintaining a Records Retention Schedule; keeping records of any FOI specific requests; liaising with Records Management team and the College over FOI matters; dealing with any FOI inquiries which cannot be dealt with routinely, to ensure compliance with University and statutory regulations and requirements. 10%

5. Providing administrative support for tutor website and tutor manual: developing and maintaining of OLL web page for Tutors; amending and formatting master copy of the Tutor Manual; uploading Tutor Manual and Assessment Guidelines to Tutor website to ensure that OLL tutors are given necessary and accurate information. 15%

6. Contributing to the development and implementation of Quality Assurance procedures to ensure certain quality standards are met. Taking joint responsibility for 15%
overseeing current student feedback processes; preparing statistical data on student feedback including response rates and summary of qualitative responses; reporting results and maintaining a central archive of feedback for the use of Course Organisers and relevant senior staff; co-ordinating quality assurance surveys and assisting in researching and devising alternatives to the current system

4. Planning and Organising
A high level of initiative, flexibility and foresight is required to plan and organise own work to meet internal and external deadlines. Developing and maintaining of departmental systems and procedures relevant to staff contractual issues and records management. Planning for development of electronic systems as appropriate.

5. Problem Solving
Dealing with general enquiries from tutors and other university staff. Working with staff to compile reports, assisting in surveys when required. Contributing to the development and improvement of administrative systems within OLL.

6. Decision Making
Sending out timely requests for HESA data; ascertaining which departments are running short courses; gathering responses. Regularly reviewing the tutor website, updating material and proposing ideas for improvement. Providing and analysing data for use as management information.

7. Key Contacts/Relationships
Liaising with HR on matters concerning core staff and tutor contracts; liaising with payroll over tutor pay claim issues; liaising with Registry and Planning Department staff over HESA CE policy matters and to agree HESA requirements annually. Contact with MIS over database issues, and with EUCLID Project Team in relation to database requirements of OLL for new system. Contact with CHSS in relation to the Assessment Board role.

8. Knowledge, Skills and Experience Needed for the Job
High degree of communication skills. Proficiency in the use of appropriate IT packages (in particular knowledge and use of MS Access, including designing customised queries, and knowledge of departmental and university infrastructure, policies and procedures.

9. Dimensions
Responsibility for contractual systems for some 26 core staff and about 150 tutors. Maintaining accurate electronic data for all OLL tutors and responsibility for tutor database.

10. Job Context and any other relevant information
OLL has a student base of approximately 4,500 CPE student enrolments annually. The CE HESA return for the University involves contact with approximately 20 university heads of department; university CE student numbers approximately 120 credit FTEs per annum and approximately 1000 FTEs Non-credit.