1. Job Details

Job title: School Administrative Assistant (HSSACE001)

School/Support Department: ACE

Unit (if applicable): School Office

Line manager: School Administrator

2. Job Purpose

To assist in the management and effective operation of the School and to co-ordinate School functions carried out across 4 subject areas.

3. Main Responsibilities

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1. Provide operational support and advice: general day-to-day administrative support, undertake tasks arising from meetings and projects, act as central point of contact for queries/requests to the School Office, arrange events on behalf of the School, ensure the smooth workflow of a busy office by identifying and initiating action required in response to the many and varied requests and enquiries to the School Office, co-ordinate School responses to a variety of College & University requests. Develop knowledge of systems and methods to assist running of School.

2. Delegated responsibilities: sole responsibility for undertaking the annual Space Audit, co-ordinating the completion of the Transparency Reviews, and checking & updating Teaching Load data - all of which have financial implications; Freedom of Information Practitioner; Records Management co-ordinator (using system pioneered by postholder & utilised throughout the College), co-ordinate all QA documentation & encourage compliance.

3. Confidential matters: handling and processing of the Head of School & School Administrator's confidential staffing-related work including co-ordination of recruitment campaigns, arrangements for promotions, contractual details, leave of absence, disciplinary matters and associated meetings, maintenance of School personnel files etc.

4. Supervision: supervision of additional School Office support staff, co-ordination and supervision of School functions in the 4 subject areas across 3 sites; basic knowledge required of the work of the other administrative and secretarial staff within the School to provide support, guidance and arrange cover if required; carry out appraisals on clerical staff and review performance where necessary.

5. Committee management: Secretary to School Management Group which deals with confidential and strategic matters, ensure smooth management of committee paperwork, co-ordinate and follow up action points between committee meetings; arrange meetings of the key School Committees.

6. Management information: compile, update & create management info data, such as academic teaching and administrative loads, space usage, etc.

7. Other duties: take part in meetings and deputise on behalf of the School Administrator, carry out duties as directed by the School Administrator.
4. Planning and Organising
Workload will be, in part, determined by the annual cycle of the University year & planned in the light of experience and the knowledge of changes which have occurred or are in the process of being implemented e.g. changes in the curriculum. The postholder will be autonomous in planning workload & prioritising competing demands within time constraints using good judgement and initiative. This requires an understanding of the School, University and external factors that could influence administrative functions and projects. Examples include: appointing new external examiners, nominations & re-appointments of Honorary Fellows, scheduling the School committee meetings 1 year in advance, booking venues etc, arranging appointment of new staff to School committees & positions.

5. Problem Solving
The general administrative arrangements of the School and complexity of its structure produce a wide range of problems, for example: co-ordinating support staff across 3 sites with 4 previous different modes of operating; dealing with matters in the absence of the School Administrator/Head of School, reallocating work to accommodate staff vacancies etc. The post requires good judgement along with a high level of initiative, flexibility and confidence to problem-solve independently on a daily basis including dealing with issues to resolve space management, noting potential issues from meetings and minutes and being proactive about them, dealing with any support staff problems etc.

6. Decision Making
The majority of decisions on a day-to-day basis will be made independently by the post holder. They will include: prioritising own workload and that of other staff (directly supervised staff and those staff with School roles in departmental offices); authorising orders and payment of invoices etc. The post holder will also have to take decisions in the absence of School Administrator.

7. Key Contacts/Relationships
Internal: all School and College staff; Registry; Finance Office; HR; Estates & Buildings; International Office, Life Long Learning; Health & Safety; Records Management.
External: members of the public; prospective students; prospective staff; external suppliers.

8. Knowledge, Skills and Experience Needed for the Job
Educated to a high level with at least 5 years experience of working in a similar role, ideally in an educational environment; supervisory/staff management experience; wide administrative experience, knowledge of University policies, procedures and structures would be a distinct advantage; evidence of an ability and willingness to improve knowledge base quickly under own initiative; good organisational and interpersonal skills are essential, as is the ability to communicate effectively at all levels, both in writing and orally; ability to prioritise work and respond professionally to requests from staff, students etc. The post holder will be required to work without supervision, to use initiative and take responsibility for a variety of tasks, to sustain a high level of performance whilst under pressure, demonstrate high levels of commitment, resolve and organisational skills along with strong IT skills.

9. Dimensions
Member of 2 person School Office admin support team (one direct report: CN3) and the senior member of 30 person School support staff. Provides administrative support and guidance to Head of School, School Administrator, 4 Subject Area Heads, School Officers and other academic staff.

10. Job Context and any other relevant information
The workload and responsibilities for this post are constantly increasing and changing and the post-holder is required to adapt readily to these as well as encourage other staff in the School to embrace change to enhance the performance of the School.