1. **Job details**
   
   Job title: Informatics Teaching Organisation – Deputy Administration Manager  
   
   School/Support Department: School of Informatics  
   
   Line manager: Informatics Teaching Organisation & Graduate School – Administration Manager  
   
   Line manager works on 2 sites.

2. **Job Purpose**
   
   Deputy Administration Manager of the Informatics Teaching Organisation. Responsible for the management of the office and supervision of secretarial support staff within ITO North, ensuring that the ITO delivers effective, pro-active administrative support to academic staff whilst providing an excellent service to students.

3. **Main Responsibilities**

   | Approx. % of time |  
   |-------------------|---|
   | 1. Main responsibilities as in ITO Administrative Secretary Job Description (excluding Company Liaison). | 25 |
   | 2. Academic Administration. Contribute to implementation of strategic plans, financial and administrative policies in support of School's teaching objectives to constantly strive to reduce the amount of administration required by academic colleagues and improve the quality of teaching administration. | 50 |
   | 3. Supervise secretarial staff within the ITO to ensure that work is completed to requirement and to deadline. In Administration Manager’s absence, manage support staff, services, systems and budgets to secure effective delivery of ITO's priorities. Contribute to wider School organisation as required, for example deputising for Administration Manager at School meetings | 10 |
   | 4. ITO Finances. Process financial paperwork; administer allocation of funding to individual students/projects, keep records of accounts on Excel and reconcile these monthly with the University financial records. | 15 |

4. **Planning and Organising**
   
   Work with the Administration Manager to constantly refine the ITO Procedures Manual to plan the work and procedures of the ITO and set deadlines for academic staff. Deadlines are dictated by the University cycle (academic year, examination dates) and job-holder must have detailed knowledge of this calendar. Job-holder must be responsive to the factors that influence the work of the ITO and be able to work pro-actively in anticipation of the needs of staff and students. The job-holder will therefore be involved in the planning on a daily, weekly, semesterly and yearly basis.

5. **Problem Solving**
   
   - Staff supervision problems include dealing appropriately with inadequate performance of duties, or attendance, to ensure that the smooth operation of the ITO is not compromised. The job-holder will discuss problems of this nature with the Administration Manager and agree a plan of action.
   
   - Problems arising when academic staff fail to meet deadlines which have significant external impact, e.g. providing marks and paperwork for Boards of Examiners. Job-holder must ensure that the knock-on effects are minimised and that staff and externals who may be affected by the problem are kept informed of progress. The job-holder must ensure that timetables are designed to allow for such problems and approach staff directly, with tact and persistence when necessary, to explain the problems that are being caused and to agree a plan of action.
   
   - Provision of advice to academic staff and ITO team on most appropriate way of resolving problems, where necessary taking responsibility for achieving satisfactory resolution and only referring the most complex problems to the Administration Manager.

6. **Decision Making**
   
   - Content and format of web pages and web-forms designed to support student administration e.g. course selection and registration.
   
   - Appropriate liaison with External Examiners on academic issues such as student Appeals.
Produce the timetable of all courses offered by the School – working within the rules of the Curriculum Project and after consultation with Year Organisers from within the School, and from Schools with which joint programmes are offered, to determine constraints and priorities.

Prepare Agenda and Minutes for School committees such as Board of Studies. Implement committee decisions on University course record system with responsibility delegated from Convenor.

Determine when, in Administration Manager’s absence, problems can be resolved locally or if the matter should be referred to School Administrator or Director of Teaching.

Interpret and use appropriate discretion in application of University procedures, funding body terms and conditions, and legislative requirements.

7. Key Contacts/Relationships
- Within the School - Students and all staff involved with teaching, especially those with senior administrative roles, to influence policy and effect change in procedures. Represent ITO Administration Manager at School Admin and Technical meetings.
- Within the University - staff within other support units (e.g. Registry, Finance office, College office to resolve problems and share best practice), staff within other Schools (to liaise over joint programmes). Represent ITO Administration Manager at College/University meetings.
- Outwith the University - External Examiners; Accrediting bodies to organise accreditation visits.

8. Knowledge, Skills and Experience needed
- Educated to a minimum of HND level or equivalent
- Minimum 4 years administrative experience in an HE/FE environment.
- Sound knowledge of University issues/regulations relating to teaching delivery and administration and of the University's admin. structures and financial systems.
- Excellent organisational, influencing and interpersonal skills.
- Excellent written and oral communication skills, and good IT skills (e.g. use of complex spreadsheets, web publishing, basic knowledge of Unix and software packages used to produce exam papers).

9. Dimensions
- Supervision of 2-5 secretaries (not line management responsibility unless deputising for Administration Manager).
- Provide Course Secretary support for ~50 honours courses and for ~50 lecturers to ~400 students.
- Work as one of the ITO team to support the School's teaching by ~70 lecturers to ~800 taught students, taking responsibility for the management of this support in the Administration Manager's absence.
- Assisting in the management/oversight of up to £150K unrestricted budget and for monitoring of up to £200K per annum restricted (studentship grant).

10. Job context and any other relevant information
The ITO is split over 2 sites, ITO North and ITO South. The job-holder works in ITO North supporting courses based in the central area.

11. Verification
I agree that this job description conveys an accurate description of this job.