University of Edinburgh
Job Description

1. Job Details

Job Title: Senior Administrative Officer – Operational Support
School/Support Department: Student and Academic Services Group
Unit (if applicable): Registry
Line Manager: Head of Operations

2. Job Purpose
Administration of Registry budgets, project management and provision of business process analytical skills and IT assessment and training for staff across the operational groups.

3. Main Responsibilities

1. In conjunction with the Head of Operations responsible for setting, agreeing with Heads of Group, implementing and monitoring the operational budgets for Registry. This includes recommending authorised signatory limits and for the provision of accurate financial management information to the Heads of Group and for providing recommendations on where savings may be made by the use of accurate costing models for all the main Registry activities such as Examinations, Graduations, Registration, Fees and Scholarships administration.

2. Effective organisation and management of one-off projects i.e. examination result keying and implementation of a Registry records management project. These projects are diverse in nature and are assigned by either the Head of Operations or by the Heads of Group

3. Responsible for the assessment of IT skills for all operational staff and for the recommendation or delivery of specific IT training across the operational groups ensuring that all staff have the skill base to meet the requirements of business process improvements.

4. Responsible for developing and implementing a Registry Records Management policy and system. This involves the initial assessment of all material being retained and from this devising a retention and disposal strategy incorporating the current university archiving policy. This is a very complex area given the diverse range of Registry services and the different types of legislations which must be considered when developing a retention policy.

5. As the Freedom of Information practitioner for Registry, responsible for ensuring that all staff are aware of the implications of the legislation on working practices and that Registry meets FOI commitments.

6. Provides committee support to the Operational Management Team ensuring that agendas are set, meeting notes are compiled and that all actions are followed up.

4. Planning and Organising

- Budgetary planning – providing input to the financial plan 2 years in advance, by reviewing and costing changes identified by Heads of Group. Reviewing actual against budgeted spend on a monthly basis. Taking account of Registry annual calendar of events to plan and prepare resources for stand-alone and change-implementation projects i.e examination keying project and ensuring that training plans are in place in advance of project implementation
- Review the time-tables of all new IT projects with the Heads of Group on a quarterly/monthly/weekly basis.
- Apply Project Management and Structured Systems Analysis methodologies to plan improvements to business practices such as existing paper and electronic based Records Management practices.
- Produce annual plan of Operations Group meetings.
- Plan and prioritise personal work on a quarterly calendar to allow for the absorption of the special projects and IT training. Flexibility to absorb non-scheduled work is essential.

5. Problem Solving

- Assisting Registry staff to find improved methods of working, building cross-functional teams, using database analysis techniques to replace paper based, manual processes.
- Delivering a redesign of the Registry Accounts structure to reflect the new structure of Registry and providing transparency in costing the wide range of Registry activities.
- Introducing financial control mechanisms at Head of Group level ensuring planned improvements are fully costed and can be achieved within budgetary limitations supported by accurate readable management reports.
- Reviewing and redesigning procedure notes as processes change and develop or to meet project requirements.
6. **Decision Making**

- Responsible for producing accurate management accounts which gives accurate information on Registry’s financial position with responsibility for highlighting any deviations.
- As project manager for projects such as examination keying, making decisions on day to day and making proposals on resource requirements and ensuring all requisite arrangements are in place. This includes deciding if temporary staff recommended by the agency, have the relevant skills and if their performance in the job is acceptable.
- Contributing to operational decisions as a member of the Registry Operational Management Team.

7. **Key Contacts/Relationships**

- Close working relationship with the Heads of Group to ensure delivery of Registry services.
- Relationship with Finance staff, representing Registry on working groups planning the introduction of new Financial tools – working to ensure that users needs are fully considered, and facilitating the roll out of new systems to all Registry teams. (ie electronic ITs to Fees and Operations)
- Works closely with other operational team members within Registry on IT assessment and new projects this includes personal IT Skills Assessments for all Registry staff.
- Works with other University FOI practitioners in answering FOI requests that span a variety of University departments

8. **Knowledge, Skills and Experience Needed for the Job**

- Must be educated to degree level with two years post degree administration experience with a proven financial management experience.
- Must be able to manage complex relationships, establish and maintain trust and support, adaptable personal style to suit diverse situations. Proven time-management skills with good organisational skills, the ability to prioritise and to work under pressure. Good communication and negotiation skills are essential
- Must have a high level of IT skills in order to be able to contribute to the design of new IT solutions. Must be able to devise and deliver training IT training as required by new developments to a user group with a range of IT competencies/knowledge.
- Experience of business analysis and business process re-design is essential.

9. **Dimensions**

- Monitors a budget of £350k. Registry is currently in the process of moving to a single budget which will mean the Salary Budget (approx £1M) for Registry will be devolved to this post to monitor.
- The keying of the matriculation forms affects students as it impacts on their ability to select courses, receive student cards and loans. This activity also affects Schools/Colleges and the University as it impacts on the NPRAS allocations, the SFC and HESA returns.
- The management of examination keying is essential to the annual academic progression of the students.

10. **Job context and any other relevant information**

This job spans many different activities within Registry and works across the different groups with the main responsibility being the provision of financial support for Registry. This is an essential as Registry being a support service and not an income earner must ensure that its services are delivered in the most cost effective way. This post also impacts on the effective use of the staff resources ensuring that all staff have the right levels of IT skills to suit their responsibilities.