



University of East London

Pioneering Futures Since 1898

JOB DESCRIPTION

Job Title: Administrator
Grade: D
Service: Student and Academic Services
Campus: Docklands, Stratford, USS
Responsible to: Senior Administrator and Registry College Manager
Liaison with: Academic Staff, Staff in Student and Academic Services and other UEL Professional Service areas and external agencies

JOB PURPOSE:

To provide administrative support for a portfolio of designated academic programmes at both undergraduate and taught postgraduate across two of UEL's academic Schools under the direction of the Senior Administrators and the College Manager. The post holder will be responsible for ensuring a welcoming and supportive environment in order that staff receive a consistent and effective service, as well as contributing to the wider administrative team where necessary.

MAIN DUTIES AND RESPONSIBILITIES:

The following duties and responsibilities are intended to give a broad indication of the variety of tasks that a School-based administrator in the University may be asked to undertake, and are expressed in sufficient detail to distinguish the grade of the post. It should be noted that a job description is not an exhaustive list of activities, and employees may be asked to carry out other duties commensurate with the grade of the post. The job description may also be amended to take account of changed circumstances, and employees will be consulted when this is necessary.

- To provide administrative support for a portfolio of designated academic programmes at both undergraduate and taught postgraduate and be the first point of contact and provide expert advice to staff (both professional and academic) on procedures and policies relating to those programmes
- Facilitate the accurate production of, and updates to, programme and module information
- To develop and maintain strong working relationships with academic colleagues, team members and other professional service teams as necessary to ensure smooth and effective service delivery
- To provide accurate information to staff on the University's academic policies, processes and regulations
- To work with the Registry College Manager, Senior Administrators and Programme and Module leaders to support timetabling requirements on both an annual and ad hoc basis

- To undertake accurate retrieval of data from UEL's various databases, including SITS
- To support the School's modular feedback processes
- To liaise with relevant departments on amendments to records and programme structures and ensure these are recorded on the student database as necessary and in a timely manner
- To ensure that all data kept is in line with data protection legislation
- To provide administrative support for local student-related processes e.g. breach of regulations, academic appeals, complaints and related processes
- To provide administrative support, including the taking of minutes, for School-based meetings as necessary
- To develop a good understanding of the student life cycle as held on the student record system
- To work across teams and sites in support of business needs and to undertake other administrative work as may be required from time to time, such that it is commensurate with the grade of the post
- To work in accordance with and promote UEL's Equality and Diversity policies

PERSON SPECIFICATION

EDUCATION QUALIFICATIONS AND ACHIEVEMENTS:

Essential criteria

Educated to A level standard or equivalent (A/C)

Desirable criteria

Degree or equivalent (C)

KNOWLEDGE AND EXPERIENCE:

Essential criteria

Substantial administrative experience and Minute-taking skills (A/I)

Desirable criteria

Experience in HE/FE administration (A)

Use of computerised student information systems, E.g. SITS (I)

SKILLS AND ABILITIES:

Essential criteria

Excellent IT Skills including experience of databases (A/I/T)

Accurate in attention to detail (A/I/T)

COMMUNICATION

Ability to receive, understand and convey information that needs careful explanation or interpretation e.g. procedures or regulations (A/I)

SERVICE DELIVERY

Keen appreciation of service standards and experience of exploring and seeking ways to improve and adjust levels and quality of service (I)

PLANNING & ORGANISING

Experience of planning, prioritising and organising your own work or resources and proactively working with others to achieve team objectives (A/I)

TEAMWORK & MOTIVATION

Experience of being supportive and encouraging of others, with a flexible approach to delivering team results. Actively contribute to building team morale (I)

INITIATIVE AND PROBLEM SOLVING

Experience of using initiative and creativity to resolve problems, identifying practical and suitable solutions. (A/I)

OTHER ESSENTIAL CRITERIA

Commitment to and understanding of equality and diversity issues within a diverse and multicultural environment (A/I)

Willingness to work flexible hours including evenings and to travel to other local campuses for training, where necessary (A)

Criteria tested by Key:

A = Application form

C = Certification

I = Interview

P = Presentation

R = Research papers

T = Test