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**JOB DESCRIPTION**

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| **Job Title:** | IBM Administrator  |
| **School:** | School of Business and Law  |
| **Grade:** | D |
| **Campus:** | Docklands/Stratford |
| **Responsible to:**  | School Business Manager/MSc IBM Course Leader |
| **Liaison with:**  | Students, university staff, local employers, other professional and academic organisations |

Build your career, follow your passion, be inspired by our environment of success **#BeTheChange**

**THE UNIVERSITY OF EAST LONDON**

If you are seeking a career that combines cutting-edge education with a passion for creating positive change, look no further than the University of East London. Founded in 1898 to meet the skills needs of the 2nd industrial revolution, we’re now in Year 5 of our transformational 10-year Vision 2028 strategic plan, spearheaded by our Vice-Chancellor and President, Professor Amanda Broderick.

Our goal is to advance industry 5.0 careers-first education and provide a clear path to the jobs and opportunities of the future. We are committed to driving diversity in the 5.0 talent pipeline, working in partnership to promote talent wherever it is found and creating a sustainable, inclusive, and green future.

But we can't achieve this goal alone. We need forward-thinking, innovative, and curious individuals like you to join our community and help us shape the future. As part of our team, you'll have the opportunity to work with a diverse range of people who share your passion for creating positive change. We’re an inclusive and welcoming community that is constantly moving forward, never satisfied with the status quo.

If you're ready to join a team that values your unique skills and perspectives and is dedicated to making a difference, we invite you to explore a career with us. We are excited to welcome talented individuals who are committed to advancing their careers while making a positive impact on the world.

**JOB PURPOSE:**

To work under the direction of the MSc International Business Management (MSc IBM) Course Leader to provide PA, executive, business and administrative support to the MSc IBM Programme and staff.

As a member of the MSc IBM team, working with the Course Leader and Associate Course Leader in relation to duties to support the on-going development of the MSc Programmes. You will liaise between various professional service and academic functions. You will have a particular role in ensuring timely responsiveness to students as well as supporting the planning of events to enhance students’ engagement. You will provide an efficient professional administrative service to all academic staff who engage with the MSc IBM. You will ensure effective use of MSc resources and the smooth operation of all activities.

**MAIN DUTIES AND RESPONSIBILITIES:**

**Executive Support:**

* Provide administrative support to the Course Leader and Associates.
* Work to administer the provision of co-curricular events to build the student experience.
* Provide administrative support to relevant meetings relating to the programme. including liaising with the chair re: setting the agenda, organisation of the meeting, the taking of minutes and circulating reports and papers as necessary.
* Support the Director of Impact and Innovation in the communication and support of research activities within the MSc programmes.
* Support the Director of Careers and Enterprise to enhance engagement with career and enterprise-based activities within the MSc programmes.
* Support the Director of Education and Experience and the Course Leader to enhance student engagement and experience across the MSc programmes.

**Student/Stakeholder Liaison & Support:**

* Programme administration for all aspects of the MSc programmes including PSRB accreditations.
* Support students/staff in making full use of PBCs including TAC, BAC and LAC.
* Support the embedding of digital information management principles and processes across the MSc programmes including the creation and maintenance of VLE sites.
* Undertake Health and Safety duties for the MSc Programmes and events, as required.
* Facilitate engagement with industry through swift, professional response and proactive support.
* Liaise with the registry to ensure a smooth administration of student facing matters, including liaising with the International Team, Compliance, Hub, Career Zone, SERT etc.
* Establish, maintain, and use clear and effective means of communication with staff and students, for example, e-mail distribution lists, noticeboards, intranet, etc.
* Support the organisation of induction and other recurring calendar events for the programme.
* Cross-school administration relating to external relations including sponsorship, alumni, donations etc.

**Administration:**

* Provide high quality customer service via e-mail, phone and face to face ensuring that any required action is taken in a timely manner and to the highest standards.
* Liaise with Facilities to support the effective use of the MSc resources including Bloomberg, AWS Marketing and Data Analytics Lab etc.
* Ensure continuous improvement in the administrative systems and procedures
* Work in accordance with the University’s equal opportunities policy.
* Create and maintain financial records for the MSc Programmes when needed.
* Financial administration, including compliant procurement of: stationery, services and goods and the processing of any expenses, raising purchase and sales orders and managing financial activities using Agresso.
* To work with the Registry College Manager, Senior Administrators and Course/Programme and Module leaders to support timetabling requirements on both an annual and ad hoc basis.
* To undertake accurate retrieval and management of data from UEL’s various databases, including SITS and Power Bi.
* To support the School’s modular feedback processes, and other quality related tasks including EE and validations.
* To provide administrative support for local student-related processes e.g. breach of regulations, academic appeals, complaints and related processes.
* To work in accordance with and promote UEL’s Equality and Diversity policies.
* To act as first point of contact for students, staff, guests and visitors, providing timely, professional and high-quality customer service.
* To liaise with academic staff, students and industry to arrange visits, projects, competition entries, exhibitions etc.
* The post holder will, from time to time, be required to undertake other duties of a similar nature as may be reasonably required by their line management. The post is school based and there may be occasions when the post holder’s role and skill set may be required elsewhere within the school, so flexibility is essential.

**PERSON SPECIFICATION**

**EDUCATION QUALIFICATIONS**

**Essential criteria:**

* Educated to A level standard or equivalent experience (A)

**Desirable criteria:**

* Degree (A)

**KNOWLEDGE AND EXPERIENCE**

**Essential criteria:**

* Experience working at a relevant level in an administrative/business management capacity (A)
* Proven experience in Microsoft office applications, including Word, Excel and PowerPoint (A/I)
* Ability to work under pressure, managing conflicting priorities (A/I)
* Diary management skills, including electronic calendars (A/I)
* Minute taking (A)

**Desirable criteria:**

* Experience of providing administrative support in an HE environment
* Experience of University systems and software e.g. Financial (Agresso), HR/Payroll (iTrent) (A/I)

**COMMUNICATION**

* Excellent verbal and written communication skills, with the ability to receive, understand and convey information that needs accurate and careful explanation or interpretation in a clear and accurate manner with a high degree of tact and diplomacy (A/I)
* Ability to exercise discretion in dealing with confidential or sensitive matters (A/I)

**TEAMWORK**

**Essential criteria:**

* Collaborative with experience of working as part of a small team, supporting others in dealing with peaks in demand (A/I)
* Experience of liaison with a wide range of teams in a large, complex organisation along with external bodies (A/I)

**SERVICE DELIVERY**

* Attention to detail and the ability to maintain work of a high standard (A/I)
* Ability to use initiative and creativity to resolve problems & identify practical and suitable solutions (I)
* Experience of contributing to collaborative decisions with senior colleagues (I)

**PLANNING & ORGANISING**

**Essential:**

* Excellent organisational skills, with the ability to plan, prioritise and organise work or resources (A/I)
* Able to deal positively and constructively with change and to juggle conflicting priorities (A/I)
* Ability to use initiative to resolve problems and identify practical and suitable solutions (I)
* Desirable:
* Experience of organising and implementing events, ensuring that they are successful (A/I)

**LIAISON & NETWORKING**

* Experience of working across an organisation to build and maintain working relationships (I)

**INFORMATION TECHNOLOGY**

* High level of digital literacy and IT skills including Microsoft Office, (Word, Excel, Outlook etc.) Web/Internet use. (A/I)

**OTHER ESSENTIAL CRITERIA**

* Commitment to and understanding of equality issues within a diverse and multicultural environment (I)

**Criteria tested by** **Key:**

A = Application form

C = Certification

I = Interview

T = Test