Assistant Administrator
Education

Closing date: 16 December 2018
Interview date: TBC
Vacancy reference: 7207
INTRODUCTION

The Department of Education is seeking a highly motivated and efficient administrative assistant to provide support across a range of the Department's activities, with a particular emphasis on the administration of PGCE admissions and support for the Department's research degree programmes. The role also involves the provision of cover for the Reception Administrator.

The post holder will be a key member of the administrative team and will be required to establish good working relationships with academic and administrative staff within the Department and external partners with whom they will work closely. In addition to staff within the Department, the role will involve contact and communication with external partners such as partner schools, School Direct Managers, mentors, Subject Knowledge Enhancement (SKE) course providers, UCAS TT and the Department for Education (DfE). A polite and helpful attitude is essential. The ideal candidate will have an enthusiastic and proactive approach and will be able to work independently as well as part of a team within a friendly environment.
Main purpose of the role

The Assistant Administrator works closely with the Senior Academic Administrator and staff in the PGCE team to provide support in the day-to-day administration of the admissions process for the Department’s postgraduate research degrees and Postgraduate Certificate in Education (PGCE) programme. The PGCE admissions responsibilities involve close liaison with external partners such as partner schools, School Direct Managers, mentors, Subject Knowledge Enhancement (SKE) course providers, UCAS TT and the Department for Education (DfE).

The Assistant Administrator also contributes to a range of other activities including providing reception administration, assisting in attendance and milestone monitoring of PGR students and providing support with assessments at peak times.

The Assistant Administrator will normally work on the Department of Education reception one day per week but may also be required to provide reception cover at other times, as necessary.

Key responsibilities

(Role holders will be required to undertake some or all of the duties below)

Research Degrees Admissions & Administration

Working with the Senior Academic Administrator to support administration of the department’s PGR programmes:

- To support the application processes involving day-to-day liaison with academic and administrative staff and ensuring that established application processes and procedures are adhered to;

- Monitoring applications to ensure that paperwork is received within agreed timescales to aid decision making and that decisions are made and communicated in a timely manner;

- To maintain data in agreed formats including the production of PGR application statistics;

- Assisting in attendance and milestone monitoring for PGR students using Skillsforge;

- Provide administrative support to departmental committees and meetings by preparing agendas and taking, transcribing and circulating minutes.

PGCE Admissions

Working with the Director and Deputy Director of Initial Teacher Training and the PGCE Administrator to administer established application processes:

- Supporting applicants, academic and administrative staff by dealing appropriately with email and telephone queries (including PGCE and School Direct queries);

- Work with relevant parties, including external school partners, UCAS TT, DfE, to ensure established application processes and procedures are adhered to and paperwork received within agreed timescales to aid decision making;

- Corresponding with applicants to provide guidance on the application process including any arrangements for GCSE equivalency tests, where appropriate, arrange interviews and to respond to post-offer queries in a timely manner;

- Support the arrangements for interviewing including liaising with internal and external partners to agree interviewer availability, communicating schedules to all parties, maintaining interview documentation for applicants and interviewers and carrying out pre-interview document checks on interview days;

- To maintain data in agreed formats including the production of PGCE application statistics;

- Liaise with student recruitment and admissions colleagues and PGCE staff where required – e.g. with

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**JOB DESCRIPTION**

**At a glance**

<table>
<thead>
<tr>
<th>Salary</th>
<th>£18,688 - £22,017 a year</th>
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<tbody>
<tr>
<td>Hours of work</td>
<td>Full time / 37 hours a week</td>
</tr>
<tr>
<td>Contract type</td>
<td>Open</td>
</tr>
<tr>
<td>Based at</td>
<td>Heslington Campus West</td>
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</tbody>
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JOB DESCRIPTION

regard to academic waivers, approving academic references and issues with overseas police checks;

• Maintaining PGCE applicant details on UCAS TT;

• To administer arrangements for Subject Knowledge Enhancement (SKE) courses including providing advice to applicants, liaison with the Director of Initial Teacher Training to ensure approval of applicants, and tracking progress of candidates;

• Ensure that PGCE admissions webpages are up-to-date throughout the admissions cycle;

• Working with the PGCE Administrator to hand over administrative responsibility for PGCE applicants at the point of enrolment.

Reception Administration & General

To carry out the following tasks across the range of responsibilities and to carry out reception administration when working on the Education Reception:

• To act as Reception Administrator and to ensure a consistent level of support is provided;

• Respond professionally to enquiries, received on the telephone, in person or electronically;

• Deal with straightforward enquiries from departments, staff, students and external customers/ suppliers

• Maintaining electronic filing systems;

• Input & extract straightforward data and service-related information using databases, and spreadsheets, and maintain an electronic and paper based filing system

• Any other duties that fall within the scope of the role as allocated by the line manager following consultation with the role holder
# PERSON SPECIFICATION

<table>
<thead>
<tr>
<th>Qualifications</th>
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<tbody>
<tr>
<td>A general education to include 5 GCSE passes at Grade C or above, or an equivalent educational qualification, or relevant experience</td>
<td>Essential</td>
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<table>
<thead>
<tr>
<th>Knowledge</th>
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<tbody>
<tr>
<td>Knowledge and understanding of the routine practices and procedures used in an administrative office</td>
<td>Essential</td>
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<tr>
<td>Working knowledge of computer software such as Microsoft Word and Excel</td>
<td>Essential</td>
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<tr>
<td>Knowledge and understanding of admissions processes in Higher Education</td>
<td>Desirable</td>
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<table>
<thead>
<tr>
<th>Skills, abilities and competencies</th>
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<tbody>
<tr>
<td>Ability to make efficient and effective use of standard office computer systems including word-processing and spreadsheets</td>
<td>Essential</td>
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<tr>
<td>Ability to effectively organise and prioritise own work and follow procedures, in order to produce work to a high standard, to required deadlines</td>
<td>Essential</td>
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<tr>
<td>Ability to work independently to solve a range of straightforward problems relating to administrative processes</td>
<td>Essential</td>
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<tr>
<td>Ability to input and extract data from databases and spreadsheets, and prepare standard reports</td>
<td>Essential</td>
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## PERSON SPECIFICATION

<table>
<thead>
<tr>
<th>Experience</th>
<th>Essential / Desirable</th>
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<tbody>
<tr>
<td>Experience of working in an administrative role in a busy office within a large complex organisation</td>
<td>Essential</td>
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<td>Experience of taking an active part in a team, helping colleagues as required, to ensure tasks are completed on time and to required standards</td>
<td>Essential</td>
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<td>Experience of providing advice on administrative procedures to colleagues and external customers</td>
<td>Essential</td>
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<tr>
<td>Experience of working within a front line customer service</td>
<td>Essential</td>
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<tr>
<td>Experience of working in an administrative role in an academic department or admissions related role</td>
<td>Desirable</td>
</tr>
<tr>
<td>Experience of successful and effective communication with a variety of stakeholders</td>
<td>Desirable</td>
</tr>
</tbody>
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### Personal attributes

| Ability to communicate/interact with a range of internal and external contacts | Essential             |
| Comfortable working flexibly, under pressure and to tight deadlines         | Essential             |
| Adapts well to change and service improvements                              | Essential             |
| Polite and friendly attitude                                                | Essential             |
The Department of Education is one of the six founding departments of the University of York and, like the University, celebrated its 50th anniversary in 2013.

We are an international and diverse department with collegiality, inclusion and equality at the heart of our core values. The department provides a supportive environment for staff and students. With a core staff of 51 academic staff plus numerous research fellows and visiting tutors, the Department has an extensive research portfolio and teaching programme. The Department has 14 members of core support staff including a Research Support Officer.

The Department is one of the leading Education departments for research in the UK, with research funding from multiple UK and international sources. In the 2014 Research Excellence Framework, the Department was ranked in the top ten of Education departments in the country for the proportion of 4* world leading research and was also in the top ten for the impact of its research.

We are widely recognized in the UK and beyond as a leading department in the field of education and have one of the largest graduate schools of education in the UK. The Department also routinely achieves a high level of external recognition for its teaching and is ranked in the top ten Education departments in the country in the Complete University Guide 2016 and 2017.

In 2014 the Department became the first Education department in the UK to have achieved Bronze level in the Athena Swan gender equality charter mark, designed to address gender imbalance and underrepresentation in the arts, humanities and social sciences in higher education. This has been followed by the award of an Athena Swan Bronze award in 2018.

Further information about the Department can be found at: http://www.york.ac.uk/education/

Research in the Department

Incorporating a wide variety of disciplinary and methodological approaches, the vision for research in the Department is to build a fundamental and applied understanding about education and to make an impact on educational policy and practice. The Department strives to build on its position as a national and international leader in educational research. The Department provides a generous range of support to researchers, including Departmental research funding, research leave, and a workload allocation.
model that provides dedicated research time, including additional support for funded research.

The Department's research is focused around a number of research centres:

- Centre for Research on Education and Social Justice (CRESJ)
- Centre for Research in Language Learning and Use (CReLLU)
- Psychology in Education (PERC)
- University of York Science Education Group (UYSEG)

Further detail of the work of each of the Department's research centres may be found at [http://www.york.ac.uk/education/research/](http://www.york.ac.uk/education/research/).

### Teaching and learning

The Department is committed to providing a research-led, high quality experience to our students. We currently register over 700 students per annum across our undergraduate, postgraduate and doctoral programmes.

We offer four undergraduate programmes:

- BA Education
- BA English in Education
- BSc Psychology in Education
- BA Sociology and Education (offered jointly with the Department of Sociology).

The Department offers a Postgraduate Certificate in Education (PGCE) initial teacher training programme, as well as the taught masters programmes listed below, and PhD programmes in Education, Applied Linguistics and TESOL.

- MA Applied Linguistics for English Language Teaching
- MA Applied Linguistics for Language Teaching
- MA Education
- MA Global and International Citizenship
- MA Social Justice and Education
- MA Teaching English to Speakers of Other Languages (TESOL)
THE DEPARTMENT

- MSc Psychology in Education

Within its undergraduate and postgraduate teaching programmes, the Department interprets the study of education widely, to include not only matters to do with schools, teaching and children, but also educational policy, the organization of education, access to education and aspects of personal development and well-being within educational settings. The BSc and MSc programmes in Psychology in Education focus on the application of psychology to education and are both BPS accredited.

Further detail of the Department’s teaching programmes can be found at [http://www.york.ac.uk/education/](http://www.york.ac.uk/education/)

Doctoral Programme

Education has a large and vibrant research postgraduate community who are provided with excellent facilities and are aligned with one of our four research centres for the duration of their studies. Research students who join the Education Department can study on our PhD programmes in Education, Applied Linguistics or TESOL. The Department also offers a MA in Education programme by research.

The Department is part of the White Rose ESRC Doctoral Training Partnership, collaboration between the Universities of Leeds, Sheffield and York. The Research Centre for the Social Sciences (RCeSS) at York is also a focal point for postgraduate activity.
THE UNIVERSITY

Founded on principles of excellence, equality and opportunity for all, the University of York opened in 1963 with just 230 students. In 2018 it is the home of more than 17,000 students across more than 30 academic departments and research centres. Since opening over fifty years ago, we have become one of the world's leading universities and a member of the prestigious Russell Group.

We are consistently recognised as one of the leading Higher Education Institutes and are ranked 16th in the Times & Sunday Times league table (2017). The University of York has won six Times Higher Education (THE) Awards and five Queen’s Anniversary Prizes.

The University is proud of its association with Athena SWAN, holding 12 awards in support of gender equality, representation and success for all, with gold awards for Chemistry and Biology and a University-wide bronze award.

Of 154 universities that took part in the Research Excellence Framework (REF) in 2014, The University of York ranked 14th overall and 10th for the impact of our research. The University is consistently in the top ten UK research universities and attracts over £60m a year of funding from research alone.

Our vision is to make the University of York a world leader in the creation of knowledge through fundamental and applied research, the sharing of knowledge by teaching students from varied backgrounds and the application of knowledge for the health, prosperity and well-being of people and society.
Attractive workplace

Centred around the picturesque village of Heslington on the edge of the city of York, our colleges are set in an attractive landscaped campus. York enjoys a safe, friendly atmosphere with facilities including bars, shops, theatres and concert halls all within easy walking distance.

The University has undergone an unprecedented period of expansion and renewal since 2000. We have invested in twenty new buildings on the original campus and have completed the first and second phases of a £750m campus expansion. Our investment in new colleges, teaching and learning spaces, laboratories, research facilities and a new sports village mean there has never been a better time to join us.

During this period of change we’ve worked hard to retain our friendly, informal and collegiate atmosphere, which is important to our core values of inclusivity and interdisciplinarity.

We have a thriving international community and are committed to providing staff moving to York with as much support as possible through our Relocation Package and Welcome Officers.

The University is committed to promoting a diverse and inclusive community - a place where we can all be ourselves and succeed on merit. We offer a range of family friendly, inclusive employment policies, flexible working arrangements, staff engagement forums, campus facilities and services to support staff from different backgrounds.

For further information please visit our employee benefit pages.
The City of York

Internationally acclaimed for its rich heritage and historic architecture, York’s bustling streets are filled with visitors from all over the world. Within its medieval walls you will find the iconic gothic Minster, Clifford’s Tower and the Shambles - just a few of the many attractions.

But York isn’t just a great place to visit - it’s also a great place to live and work. While nourishing a vibrant cosmopolitan atmosphere, York still maintains the friendly sense of community unique to a small city.

Visit www.visityork.org for more information on the city of York

Shopping, culture and entertainment

York boasts specialist and unique boutiques but also all the high street stores on its busy shopping streets. Alongside them you will find cinemas, theatres, an opera house, art galleries, a vast range of restaurants, live music venues and clubs. York is particularly renowned for its multitude of pubs and bars, from the modern to the medieval.

Housing and schools

Whether you choose to live close to the city, in one of the surrounding villages or further afield, you will find a wide range of housing within comfortable distance of York and the University. For families, the area has a range of excellent schools both in the state and independent sector.

Great location

York is one of Britain’s best-connected cities. Halfway between London and Edinburgh on the East Coast mainline, on intercity trains you can reach London King’s Cross in less than two hours and Edinburgh in two and a half hours. York is also well served by road links, and it is easily accessible from the A1, M1 and the M62.

For those travelling from overseas, Manchester Airport is two hours away and Heathrow Airport just three and a half. Flights from nearby Leeds Bradford Airport provide easy access to mainland Europe. By Eurostar from London St Pancras, Paris is just over six hours away.

Yorkshire

The Lonely Planet guide recently declared Yorkshire the third best region in the world to visit. There is something to cater to every taste, whether it be the rugged landscapes of the Moors or the Dales, the picturesque seaside towns of Scarborough and Robin Hoods Bay, the gothic architecture of Whitby or the vibrancy of cosmopolitan Leeds.
Apply online
- Go to https://jobs.york.ac.uk
- Find this job using reference 7207
- Complete the online application form

You will need to submit your completed application by midnight (local UK time) on 16 December 2018.

What will I need?
We will ask you for details of:
- your employment history
- relevant qualifications
- two referees

You need to be ready to show us how you meet the requirements of the job, either in a written statement and / or by answering questions.

Help and assistance
Direct any informal queries to Jayne McCullagh at jayne.mccullagh@york.ac.uk or Tel: 01904 32 3455

If you have any questions about your application, contact the HR Services team:
- recruitment@york.ac.uk
  +44 (0)1904 324835