Undergraduate Office Administrator

Department: Chemistry

Hours of work: Full time / 37 hours per week

Contract type: Open

Salary: £25,941 to £31,866 a year / Grade 5
Introduction

We are one of the largest academic departments at York with over 650 undergraduate students. We offer 16 BSc and MChem undergraduate courses which specialise in medicinal chemistry, green chemistry and chemistry of the atmosphere and environment.

We are seeking to appoint an experienced administrator with first-rate administrative and organisational skills to join the Department of Chemistry as a key member of the Undergraduate Student Experience Team (USET). USET incorporates the activities of the admissions team, the undergraduate office and the examinations office. We aim to provide a supportive and inclusive environment for all students and you will play a key role in providing undergraduates with a positive experience during their time at York.

You will have primary responsibility for managing the effective and efficient administration relating to the undergraduate office including maintaining student records, handling a wide range of student and staff enquiries and key activities to support the Board of Studies and Teaching Committee.

You will work closely with academic members of the Department including the Chair of the Board of Studies, the Director of Teaching and Learning, and the Student Experience Manager and will help supervise two members of the USET. You will have regular contact in person and via email with a variety of academic and central departments and will have excellent verbal and written communication skills.

The role requires you to work independently and as part of a team and you will need to possess the skills to manage a range of concurrent activities to meet tight deadlines whilst maintaining an excellent level of attention to detail.

The role provides an ideal opportunity for a skilled administrator to play a key role in a cross-functional team whilst contributing to the on-going enhancement of the student experience within a large academic department.

The Department of Chemistry is one of the UK’s leading Chemistry departments and we are renowned internationally for our research. This is combined with a commitment to teaching and outstanding student satisfaction, and we have been recognised consistently for our family-friendly policies and are proud of our Athena SWAN Gold Award:

We strive to provide a working environment which allows all staff and students to contribute fully, flourish, and excel. We aim to ensure that there is a supportive and egalitarian culture across all staff groups and levels. We promote good practice and a strong culture of equality in higher education. Further information can be found on our website.

Main purpose of the role

To undertake a range of specialised, administrative activities that contribute to the effective and efficient operation of the Undergraduate Office within the Department of Chemistry, as a key member of the Undergraduate Student Experience Team (USET)

Key responsibilities

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

- Assist in the management and delivery of the specialised services of the Undergraduate Office including:
- Proactive support for the Board of Studies and Departmental Teaching Committee and their Chairs
- Management of Undergraduate Student Records
- Production of Undergraduate Student Handbooks
- Support for Accreditation and Audit

- Act as a point of reference and provide information, advice, guidance and support to students and staff on activities relevant to undergraduate students
- Create, manage and maintain information systems pertaining to academic courses and service-related data within the Department and the University’s central information and records systems
- Liaise with relevant departments and internally within the department to develop reliable and informative data and statistics to provide to both internal and external organisations
- Co-ordinate the Annual programme Review, liaising and consulting with the appropriate staff and students
- Provide information and guidance on: internal standards and policies; relevant external procedures, regulations and legislation relevant to undergraduate student activities
- Support the development of service-related promotional marketing materials and a wide range of information media (both hard copy and web-based) on the specialised service provided, in consultation with colleagues and other departments
## Person specification

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<tr>
<th>Qualifications</th>
<th>Essential/Desirable</th>
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<tbody>
<tr>
<td>A general education to include three passes at A level, or an equivalent educational qualification, or relevant experience</td>
<td>Essential</td>
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<tr>
<td>IT qualification or relevant experience</td>
<td>Essential</td>
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### Knowledge

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<td>A thorough understanding of the principles of service provision and office management and administration in a busy office within a large, complex organisation</td>
<td>Essential</td>
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<td>Thorough knowledge of all Microsoft Office applications and the Google suite of applications</td>
<td>Essential</td>
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<td>Knowledge of student information systems, for example SITS, DataWarehouse, Student Enquiry Screen, e:Vision</td>
<td>Essential</td>
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<td>Understanding of the factors affecting students and the importance of an excellent student experience</td>
<td>Essential</td>
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<td>Knowledge and understanding of regulations for protecting personal data (GDPR)</td>
<td>Essential</td>
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<td>Knowledge and understanding of a range of aspects of teaching and learning administration in an educational setting</td>
<td>Desirable</td>
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### Skills, abilities and competencies

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<th>Essential/Desirable</th>
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<td>Excellent oral and written communication skills, with the ability to provide detailed advice and guidance on specialist defined processes and procedures to internal and external contacts</td>
<td>Essential</td>
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<td>Able to review procedures and processes, ensuring they maximise efficiency; make recommendations for improvements as identified and implement agreed changes</td>
<td>Essential</td>
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<td>Initiative and problem solving skills</td>
<td>Essential</td>
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<td>Ability to write clearly and succinctly, for reports and publication, including web publication</td>
<td>Essential</td>
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<td>Strong IT skills: including word processing, email, web page maintenance, expertise in manipulating databases and spreadsheets and in the use of the Google suite of applications</td>
<td>Essential</td>
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<td>A high degree of attention to detail</td>
<td>Essential</td>
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<td>Able to deal with confidential matters and act with discretion</td>
<td>Essential</td>
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Excellent organisational skills and the ability to prioritise and manage workloads efficiently during busy periods to meet deadlines whilst maintaining high standards of accuracy and attention to detail

Ability to work proactively on own initiative within the context of set standards and protocols and also to work as a member of a close team and to work co-operatively with staff, students and external visitors

**Experience**

- Experience of working in an administrative role in a busy office in a large organisation [the work practices, processes and procedures relevant to this role]
- Considerable experience in preparing agendas, minutes and other reports, liaising with senior colleagues as appropriate
- Experience of working effectively in a student related administrative role within the HE sector in a busy office environment
- Experience of maintaining electronic records accurately
- Experience of communication through a range of media
- Experience of supervising staff

**Personal attributes**

- Sensitivity and empathy with students, colleagues and staff
- Organised and flexible, able to prioritise and demonstrate strong initiative
- Keen to provide a high standard of student customer service
- Highly motivated, able to work independently or as part of a team and the understanding of importance of building a strong, supportive team
- Conveys a positive attitude
- Complete awareness of confidentiality issues and ability to maintain confidentiality
- Willingness to take responsibility for actions
- Understanding of and commitment to Equality and Diversity Issues