PA/Administrator

Department: Computer Science
Hours of work: Full-time / 37 hours a week
Contract type: Fixed term for up to 36 months
Salary: £23,487 - £26,341 per year
Introduction

The Department of Computer Science is seeking a PA/Administrator on a 3-year fixed-term basis to support the Director of the Online Programmes team within the Department.

The Department of Computer Science is a vibrant research-driven community of 77 academic staff and 47 research associated delivering an excellent education to 690 undergraduates, 220 Masters and 180 PhD students in a range of innovative and internationally recognised research-led programmes. The Department has over 1500 Master online students and the PA/Administrator role will support the management team of this programme.

Main purpose of the role

You will provide a professional administrative service, carrying out a range of duties in order to facilitate the smooth running of the online programmes team. The role also includes providing a confidential, highly organised, professional PA service to the Director of online delivery.

Key responsibilities

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

- Provide excellent customer service to all stakeholders, answering queries and resolving problems regarding a range of University processes and systems
- Undertake a range of administrative duties, making certain that controls are in place to ensure accuracy and timeliness
- Contribute to the ongoing improvement and development of University processes and systems
- Become a confident user of specialist IT systems used by the team, undertaking training as required to ensure that skills are kept up to date
- Analyse, manipulate and interpret information/data and use it to produce reports and other communications. Examples may include - Monitoring the assessment and feedback emails and replying using templates or requesting further feedback from markers. Locating tutor reports and moderation forms in preparation for BoE. Updating the module catalogue. Allocating new students to supervisors. Formal correspondence, procedural documents, newsletters, promotional literature, induction and welcome packs, lecture materials, conference presentations, etc.
- Provide effective administrative support to colleagues, which may include the coordination of diaries, arranging and servicing meetings, filtering enquiries, drafting and preparation of documentation and organisation of travel and events
- Provide a confidential, highly organised, professional PA service to the Director of online delivery.
- Prepare communications and assist in sharing information in a timely and professional manner
- Work proactively as part of a team, including contributing to the training and induction of colleagues or new staff
- Organise events and meetings on behalf of the team as required
- Work flexibly with others to deliver effective and efficient services and support
- Ensure all information and data is managed in line with the relevant University policies

Any other duties that reasonably fall within the scope of the role following discussion with the post holder.
# Person specification

## Qualifications

Qualified to 5 GCSE passes at level 4 / Grade C or above (including Maths and English), an equivalent educational qualification, or relevant experience | Essential

## Knowledge and experience

Experience of working in a varied administrative role effectively balancing competing priorities | Essential

Experience in the use of relevant IT applications and/or systems including MS Office and/or Google applications | Essential

Experience of providing an excellent standard of customer service to a range of stakeholders | Essential

Understanding of confidentiality and data protection issues | Essential

Experience of providing high level administrative support to a senior manager | Desirable

Knowledge of working with Google drive and associated applications | Desirable

## Skills, abilities and competencies

Ability to analyse, interpret and summarise numerical and written information for use in a variety of ways | Essential

Excellent interpersonal and communications skills, including face to face, telephone and written communication skills | Essential

Planning and organisational skills, e.g. meetings and events | Essential

A proactive approach and the ability to apply problem-solving skills | Essential

Attention to detail and ability to provide accurate, concise summaries and notes | Essential

Able to work flexibly and accurately, under pressure and to tight deadlines | Essential

Checking numeric data to ensure accuracy | Essential

Ability to deal with confidential matters and act with discretion | Essential

The ability to plan and organise meetings, small scale events, workshops and conferences | Essential

Ability to prepare agendas and take & transcribe minutes | Essential

Experience in a related administrative role within a Higher Education Institution | Desirable

## Personal attributes
| Commitment to work in and contribute to an environment of change and continuous improvement | Essential |
| Adaptable and willingness to learn new skills and use new tools as technology advances | Essential |
| Commitment to promoting equality and inclusive practice to enhance the University experience for all | Essential |
| Commitment to collaborative working | Essential |