

It is important to note that this job description is a guide to the work you will initially be required to undertake. It may be changed from time to time to meet changing circumstances. It does not form part of your contract of employment.

Job Description for the post of:

Departmental Administration Manager

Fixed term for 12 months

EHA1713-1120

Reporting to: Head of Department of Computer Science

Accountable to: PVC (Research) and Dean of Arts & Sciences

The Post

The Department of Computer Science is vibrant and innovative environment, which provides excellence in teaching and learning and a rapidly growing base for internationally renowned research. The Department has, for a number of years, been enjoying a significant period of growth, both in its students and staffing base, and has recently moved to a new £13m Tech Hub building housing state-of-the-art facilities to further support its vision as a digital centre of excellence. The Department is focusing its specialism in the areas of data analytics, visual computing and disruptive technologies and infrastructures.

Our core focus is delivering the highest quality teaching and learning supported by our commitment to research. We aim to enhance the student experience, improve our NSS scores and continue to build our strong record in professional partnerships and collaborations with organisations, professional and learned bodies and universities regionally, nationally and overseas.

Duties and Responsibilities

1. Provide high-level professional, discreet and confidential support to the Head of Department's HR issues and staff-recruitment processes, budgets, data returns, attendance registers, communications strategy and other managerial areas of responsibility.
2. Lead, motivate and develop the department's administration and technical team, ensuring successful implementation of the department's plan and annual operating statement, thus contributing to the department's Key Performance Indicators. This will involve assuring the Head of Department that individual team members are

provided with appropriate opportunities for self-development through the setting of SMART objectives, annual appraisals and personal development plans. The post holder will produce an annual Admin action plan and Tech action plan, forming part of the department's operating statement, which will involve setting KPIs and monitoring progress against them.

3. Working independently, within agreed parameters, conduct market research, collate complex data and take a leading part in preparation of strategic planning documents (such as Spring Planning and Autumn Monitoring) as well as other reports. Specific examples of responsibilities will include providing regular and expert support for student recruitment, retention and progression.
4. Take responsibility for developing and maintaining effective administration and records systems to underpin quality and standards in Learning and Teaching, at undergraduate and postgraduate levels. This will involve constructive liaison with the Academic Quality Development Unit (AQDU), Academic Registry, Learning Services, the Strategic Planning and Policy Unit (SPPU) and IT Services.
5. Take responsibility in improving department's research reputation by managing departmental research related data (on outputs, PhD completions, research income, impact case studies, etc) and providing information to the Research Office in agreed formats. To that end the post holder will take the lead on for developing and maintaining effective administration and records systems to monitor research outputs and impact case studies. This will involve constructive liaison with the Research Office, the Faculty Office, IT Services, Learning Services and the Graduate School.
6. Take responsibility in improving further the University's and department's reputation for teaching and student satisfaction excellence. To this end the post holder will contribute significantly to the department's NSS implementation strategy and annual submission to the Teaching Excellence Framework (TEF) by analyzing data, policies and reports so as to assist the teams in interpreting evidence and shaping the narrative to be submitted to the Faculty.
7. Take responsibility, within agreed parameters, for implementing the department's branding, marketing, public engagement and communication strategies (including the social media strategy, e.g., maintaining the website, twitter feeds, etc). This will involve liaison with the Faculty Office and with Corporate Communications.
8. Use initiative, advanced data analysis and problem solving skills to ensure that what is sometimes described as customer care is maintained and that attention to detail and strict accuracy become hallmarks of the department's communications. This may involve providing regular and constructive feedback to team members such as to encourage and enable development and address any potential areas of underperformance effectively and with appropriate sensitivity.
9. Manage departmental budgets effectively and efficiently. Be responsible for the strategic co-ordination and management of administrative functions relating to the department's finance systems. This will include provision of support and liaison with technical and academic staff in dealing with the day to day co-ordination of purchase

order requests for approval by the appropriate budget holder. Take overall responsibility for ensuring that administrative systems, procedures and documents are in place for financial audits and budget planning to assist the Head of Department in production of the department's budget submissions. It will also involve regular liaison with the Faculty Office, with Finance and sometimes with IT Services.

10. Using initiative, assist the Head of Department and senior team in promoting student engagement and their routes into enterprise, volunteering, gainful employment and other career-enhancing activities. This will involve constructive liaison with KEE Team, Careers, the Faculty Placements Team and Associate Dean (Enterprise & Employability), the International Office and Corporate Communications.
11. Take responsibility for, in liaison with IT colleagues and colleagues in Registry and the International Office, the support, documentation and recording of the department's international strategy.
12. To undertake other duties commensurate with the post holder's role and grade as agreed with the line manager.

In addition to the above all Edge Hill University staff are required to:

- a) Adhere to all Edge Hill's policies and procedures, including Equality and Diversity and Health and Safety
- b) Respect confidentiality: all confidential information should be kept in confidence and not released to unauthorised persons
- c) Undertake appropriate learning and development activities as required
- d) Participate in Edge Hill's Performance Review and Development Scheme
- e) Adhere to Edge Hill University's environmental policy and guidelines and undertake tasks in a sustainable manner
- f) Demonstrate excellent Customer Care in dealing with all customers

Salary: Grade 7, Points 27-30
£30,942 - £33,797 per annum

Hours: 36.25 hours per week

Candidates should note that shortlisting will be based on information provided on the application form with regard to the applicant's ability to meet the criteria outlined in the Person Specification attached.

PERSON SPECIFICATION

Departmental Administration Manager EHA1713-1120

CRITERIA:

Applicants should provide evidence of their ability to meet the following criteria:

	Essential	Desirable	*Method of assessment (I/A/T/P)
Qualifications			
Educated to first degree level (or equivalent) and/or appropriate professional qualification	*		A
IT competence in word processing, advanced data analysis and database management software packages	*		A/S
Experience and Knowledge			
Successful experience of working within a Higher Education environment and significant understanding of the HE sector		*	A/S
Demonstrable experience of leading, motivating and developing an efficient, cohesive team, committed to improving continually the University's offer, evidenced by successfully conducting performance reviews/ setting objectives, providing constructive feedback and providing flexible support during busy times or periods of change	*		I
Track record of managing, analyzing and reporting complex data. Experience of industry-standard management information tools and systems	*		I
Experience of the co-ordination and management of administrative functions relating to research and teaching, student recruitment, retention, progression and transition into employment	*		I
Demonstrable experience of managing, engaging and motivating a high performing team, prioritising and delegating workload. High-level planning, organizing and prioritizing work activities with the ability to lead projects and programmes of work	*		A/I/S

Abilities/Skills			
Demonstrate high levels of accuracy and attention to detail	*		P
Excellent personal organisational skills demonstrating the ability to manage a number of activities in parallel, meeting deadlines and working proactively, sometimes with conflicting deadlines, while maintaining cordial and professional relations with colleagues	*		I
High level of oral and written communication and interpersonal skills, with the ability to communicate complex information effectively to a wide range of audiences	*		I/P
Effective leadership and team building skills	*		I
Maintenance of confidentiality	*		A/I/S
Ability to support the general development of the Department, Faculty and University	*		I/P
Other			
Emotional resilience and self-awareness, with the ability to manage self, whilst supporting and managing others	*		A/I/S
An inclusive, empowering and engaging management style that harnesses the creativity and talents of colleagues	*		A/I/P/S
Pro-active, forward looking, able and willing to contribute positively to continuous improvement and change in the workplace	*		A/I/S

***Method of Assessment**

(I-Interview, A-Application, S-Supporting Statement, T-Test, P-Presentation)

Please note that applications will be assessed against the Person Specification using this criteria.