



Edge Hill University

Senior Administrator

Reference: EHA1895-0722

Salary: £25,642 - £27,948 per annum
Grade 5, Points 19 – 22

Contract Type: Permanent

Hours: Full Time (36.25 hours per week)

Location: Ormskirk



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:

Senior Administrator
Full Time
Permanent
EHA1895-0722



Edge Hill
University

Accountable to: PVC & Dean of Health, Social Care & Medicine

Reporting to: Departmental Administration Manager

About the Role

The post-holder will support the management of a wide range of administrative support, leading the School Administration Team to deliver an outstanding student experience and to meet the business needs of the school. The post will have an integrated portfolio of responsibilities which will support the full student journey from recruitment to award, together with the general business functions of the school.

The post will work closely with the Senior Administrators /Departmental Administration Manager to establish a cohesive and integrated administration team within the new school structure, ensuring that school responsibilities are implemented in a supportive and responsive manner, maximising staff skills, knowledge and expertise and enabling training and staff development across the full range of administrative roles.

This will be a varied, interesting and challenging role, which requires excellent organisational skills, flexibility, attention to detail, and the ability to prioritise in order to meet deadlines to the required quality standards.

Duties and Responsibilities

1. Working in Partnership

Work in partnership with the Senior Administration Team /Departmental Administration Manager and academic staff within the School, to deliver an outstanding student experience and to meet the business needs of the school.

Working with the Senior Administration Team/ Departmental Administration Manager, ensure there is sufficient administrative support for a range of activities to support the smooth running of the school.

Act as a source of specialist knowledge, providing advice and guidance to a range of stakeholders as required.

2. Professional Support

In conjunction with the School Co-ordinator/Department Administration Manager manage the provision of effective administrative support to the school management/academic team, students and key stakeholders, dealing with specialist queries in an efficient, friendly and professional manner, interpreting requirements, providing advice and guidance, and signposting as appropriate.

3. Line management

Line manage designated staff, including the full range of HR processes as these relate to the team. Ensure sufficient cover is in place to support the needs of the business at all times. Where appropriate, delegate work, monitor and review individual and team progress and performance to ensure that consistent and high standards of work are provided and that staff feel supported and motivated in their responsibilities.

4. Range of activities and workload planning

Plan, prioritise and organise own area of work, work of others and resources to achieve agreed objectives. Manage, co-ordinate and undertake a range of activities to support the planning, operation and delivery of high-quality programmes; this may include office and executive support to meet the business needs of the school. Work closely with colleagues within the school and in liaison with central university departments, to ensure that administrative arrangements comply with the university's requirements for each stage of the student journey.

5. Administration processes and policy development

In conjunction with the School Co-ordinator/Department Administrator, manage and support the development, implementation and ongoing evaluation of administrative processes for a range of programmes. Using your initiative and creativity and weighing up the pros and cons of different approaches ensure that these relate to all stages of the student experience. Contribute to the development and review of both existing and new policies and procedures, within the School and where appropriate, across the Faculty/wider institution. Additionally, this may include the development and enhancement of processes relating to general office and executive support to meet the business needs of the school, including finance and staff support.

6. Data and records

Ensure the effective management, monitoring and maintenance of student records and data within a designated area of responsibility. This will include collating data from internal and external records and systems and in line with any university or external regulatory body requirements, ensuring the accuracy of data to produce reports and statistical analysis within a range of programmes. Monitor the student

journey, ensuring procedures relating to trigger points are actioned efficiently in order to proactively identify any concerns relating to individual students. This may also include data relating to School financial and staffing requirements.

7. Report writing

Analyse, interpret and write reports as deemed appropriate, develop presentations, and management information (including financial reports) relevant to the service and intended audience as and when required.

8. Professional, regulatory and statutory bodies and external engagement

In conjunction with the Senior Administration Team /Department Administration Manager, support in the management of the provision of effective administrative support for a diverse range of Professional, Statutory and Regulatory Bodies and external agency requirements. This will include liaison with external bodies as well as academic staff within the school to ensure standards are continually monitored and met. Build relationships with key external stakeholders to establish, develop and maintain excellent working relationships to facilitate future opportunities for the sharing of information and the maintenance of channels of communication

9. Technology & Systems

Ensure the effective utilisation and management of information management systems and software. In conjunction with the Departmental Administration Manager, proactively review and utilise technology and improved procedures to work smarter; enhance and streamline processes and improve the student experience.

10. Boards, committees & meetings

Participate in the school's decision-making processes, by contributing as a member of formal boards, committees and meetings, preparing and submitting reports as required and providing input and expertise within these fora. Organise and service designated formal boards and committees, including the production and distribution of relevant documentation and minutes, monitoring action points to ensure completion as required by the Chair.

In addition:

11. As a member of the School you will be expected to demonstrate commitment to the professional behaviours set out in the Edge Hill University Staff Code of Practice. This will include a requirement to demonstrate high levels of emotional intelligence in dealing with students, customers, partners and colleagues, adopting a solution focused approach to deal positively and proactively with complex and difficult situations for individuals.
12. To support the operational and strategic development of the Information Desk, ensuring operational cover is provided from within the School as required.
13. Work autonomously to respond and resolve a high level of complex enquiries from students and staff including giving expert advice and support. Deal sensitively and knowledgeably with issues from students, assess the impact and severity of matters and escalate to a senior level when action needs to be taken by academic or another department, e.g. pastoral care.
14. To lead and manage various projects assigned by the School Administration Manager, ensuring projects are delivered in an efficient and timely manner.
15. To assist with the preparations for Welcome Sunday, Open Days, Applicant Visit Days and additional events as required.

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 5, Points 19-22
 £25,642 - £27,929 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 for the post of:



Senior Administrator
Full Time
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Please note that applications will be assessed against the Person Specification using the following criteria, therefore, applicants should provide evidence of their ability to meet all criteria.

Methods of Assessment include Application Form (A), Supporting Statement (S), Interview (I), Test (T) & Presentation (P).

		Essential	Desirable	Method of assessment (I/A/S/T/P)
Qualifications				
1	Educated to degree level (or equivalent work experience)	*		A
Experience and Knowledge				
2	IT competence in word processing, advanced data analysis and database management software packages	*		S/I
3	Successful experience of working within a Higher Education environment and significant understanding of the HE sector		*	S/I
4	Experience of successfully line managing staff including conducting performance reviews / setting objectives, providing constructive feedback and providing flexible support during busy times or periods of change	*		S/I
5	Experience of tracking, analysing and reporting on complex data.	*		S/I
6	Experience of establishing new and improving existing administrative systems and procedures.	*		S/I

Abilities and Skills

7	Ability to plan, organise and prioritise work activities for self and others with the ability to lead on programmes of work	*		S/I
8	Demonstrate high levels of accuracy and attention to detail with the ability to use own initiative, with minimal supervision to solve problems efficiently and effectively.	*		S/I
9	Ability to define priorities and work flexibly and effectively under pressure to meet demanding and often conflicting deadlines	*		S/I
10	Pro-active, forward looking, able and willing to contribute positively to continuous improvement and change in the workplace	*		S/I

Other

11	Emotional resilience and self-awareness, with the ability to manage self, whilst supporting and managing others	*		S/I
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How to Apply

When you are ready to start the formal application process, please visit www.edgehill.ac.uk/jobs and click 'vacancies', search for the role you wish to apply for, and click 'Apply Online'. The online application form can be completed in stages and can be revisited at any time. The form automatically saves as you enter your information and it is simple to move backwards and forwards throughout at any time prior to submission. Help is available at each stage to guide you through the form. Before final submission, you can preview your application and can then choose to refine or submit the form.

For informal enquiries about this vacancy you may wish to contact: Sara Jones, Departmental Administration Manager at jonesara@edgehill.ac.uk

Please refer to the advert for the closing date for this vacancy, all applications must be submitted by 23:59 on this date. Following the closing date, we will contact you by email to let you know whether or not you have been shortlisted to participate in the next stage of the selection process. We try our best to inform all applicants within two working weeks following the closing date.

At Edge Hill University we value the benefits a rich and diverse workforce brings to our community and therefore welcome applications from all sections of society.