



## Job Description & Person Specification

<b>Post title:</b> Graduate School Administrator	<b>Post No:</b>
<b>School:</b> School of Social Sciences	<b>Date created:</b> January 2021
<b>Grade:</b> £23,500 p/a (Grade E)	<b>Hours per week:</b> 37
<b>Fixed term end date</b> (if applicable): September 2022	
<b>Other requirements of the role:</b>	
<b>Immediate line manager:</b> School Administration Manager	
<b>Title &amp; Grade of posts line managed by postholder:</b>	

### Job purpose:

- To undertake key School Administration activity in support of the student journey and School business
- To balance the requirements of students, the School, the University and our external partners
- To work collaboratively with a wide range of teams across the University
- To engage, build and maintain strong internal and external relationships
- To work on projects aligned to the strategic vision of our School and in support of the University's strategic ambition to create the University of the Future.

**Principal duties and responsibilities:** The role will encompass all of the following, but the balance of duties and responsibilities will be determined in discussion with the post holder's line manager:

- Undertake and support key events along the Student Journey such as Application Processing, Student Enrolment, Student Induction, Student Support (Attendance Monitoring, Option Choice, Assessment, Placements, Pastoral Care etc.), Examinations, Exam Boards, Graduation Ceremonies, etc.
- Develop and implement good practice and procedures under the guidance of Managers which improve the efficiency of the Student Journey, meet compliance requirements and improve the Student Experience. This will involve working with a range of stakeholders including Professional Services Managers across the University, Academic and Administration Managers within the School, Students, Academics, Employers, Partners etc.
- Assist Administrative and Academic Managers in the implementation and management of operational Quality Assurance systems, processes and procedures.
- Assist Administrative and Academic Managers in the delivery of key performance indicator (KPIs) targets. This will include reviewing and improving various activities through analysis and benchmarking.
- Attend Working Groups, Course Committees, Staff/Student Meetings, School-wide Meetings, Staff Development Events etc. and be responsible for committee servicing and undertaking actions arising from these meetings.
- Undertake projects in support of the Academic Subject, Team, School or University under the direction of Managers.
- Work at corporate events as a representative of the School such as Open Days, Application Processing, Clearing, Enrolment, Employability Events, Graduation Ceremonies, Prize Giving Ceremonies, Award Ceremonies etc.

- Provide a proactive and comprehensive level of administrative support to designated senior members of staff. This will include a wide range of activities including prioritising correspondence, diary management, organising meetings, and helping ensure that designated senior members of staff are supported in meeting key School/University deadlines.
- Work with the Tracking Team on the production and maintenance of the Student Record in Banner (Student Record system).
- Support all aspects of marks collection and documentation preparation for Board of Examiner meetings. Produce student assessment information required for Exam/Referral Boards.
- To attend Exam/ Referral Boards and manage the systems for ensuring academic decisions are recorded and transferred to Banner for progression and graduation purposes in a timely and accurate manner. This may include servicing Boards.

Representing the function to the wider University and NTU externally on matters relating to the role:

- Establishes confidence and respect for the function, arising project work and personally for the Graduate.
- Acts as a positive ambassador and advocate of the Graduate Development Programme.
- Undertakes additional required work, tasks, projects and development opportunities alongside the Graduate role in conjunction with other Graduates participating in the Development Programme.

**N.B.** The post-holder may be required to undertake any other duties which may reasonably be required as within the nature of the duties and responsibilities of the post as defined, subject to the proviso that normally any changes of a permanent nature shall be incorporated into the job description in specific terms.

<b>Personal Attributes</b>		
<b>Attributes</b>	<b>Essential</b>	<b>Desirable</b>
<b>Knowledge</b>	Able to demonstrate a good working knowledge of Microsoft Office (including Office 365) products	Familiarity with project management process and methodologies
<b>Skills</b>	<p>Excellent communication skills (both verbal and written) at all levels and the ability to develop relationships quickly</p> <p>Meeting customer expectations through excellent customer focus and a solution driven approach</p> <p>Strong organisational skills with attention to detail</p> <p>Ability to influence others through persuasion and negotiation</p> <p>Ability to prioritise workload, exercise judgment, and meet strict deadlines</p> <p>Ability to network effectively and work collaboratively with all staff</p> <p>Analytical and decision-making skills with a clear and logical approach to work</p>	<p>Ability to work proactively without supervision, exercising judgement and initiative as necessary</p> <p>Ability to manage complex relationships</p>
<b>Experience</b>	Experience of delivering and analysing reports/information	Communicating with professional and managerial staff

	<p>Working independently and within a team and dealing with unforeseen issues in ever changing circumstances</p> <p>Use a solutions-driven approach when dealing with unforeseen circumstances</p> <p>Exposure to preparing and presenting information in the form of updates or options for discussion</p> <p>Experience of managing a diverse workload</p>	Experience of planning and organising events: meetings, conferences or seminars
<b>Qualifications</b>	An NTU graduate degree of 2:1 or above, obtained with the last two years	

### Competencies

Essential Competencies		Desirable Competencies	
<p><b>Team Working:</b> Leads aspects of teamwork, seeking and implementing improvements to the team's outputs/service and developing colleagues within the team. Challenges colleagues.</p>	2	<p><b>Leading and Coaching:</b> Displays high personal standards, gives and receives feedback and ensures that colleagues are aware of their roles and responsibilities. Leads by example.</p>	1
<p><b>Customer Focus:</b> Works to identify customer needs. Seeks feedback and develops service delivery accordingly.</p> <p>Influences and develops ideas to enhance customer satisfaction.</p>	2	<p><b>Creativity and innovation</b> Seeks out, reviews and integrates new ways of working into role.</p>	1
<p><b>Communicating and Influencing:</b> Communicates information effectively to a wide range of diverse stakeholders, influencing events.</p>	2		
<p><b>Making informed decisions</b> Uses analysis, reports and data to test the validity of options and assess the risk before taking decisions. Ensures optimum decisions are taken.</p>	2		
<p><b>Organisation and Delivery:</b> Plans time taking account of organisational priorities and other colleagues' work roles to achieve results.</p>	2		

[N.B All competencies should be drawn from the NTU Competency Framework which can be found [here](#)]

**Job Description and Person Specification created by (post title): Head of School Operations**