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## JOB DESCRIPTION



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| <b>Post Title</b>         | Academic Services Administrator (Maternity Cover) – Internal Candidates ONLY  |
| <b>Post No:</b>           | S1745   |
| <b>Salary Grade</b>       | 5 £24,461 - £26,715 per annum (pro rata)  |
| <b>Department</b>         | Academic Services (Registrars Directorate)  |
| <b>Base Location</b>      | <b>Oxstalls Campus</b>  |
| <b>FTE</b>                | 1.0 FTE   |
| <b>Special Conditions</b> | The post is based on primarily at our Oxstalls Campus, Gloucester. The post holder may be based at any premises the University occupies and may be required to work at any University site or any other reasonable location where the University is undertaking its business. |

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## JOB PURPOSE

The Registrars Directorate works in partnership with academic and administrative colleagues throughout the University to provide a professional, high quality, and customer-focused service in support of the University's academic mission and strategic priorities. The Department is the central focus for academic administration in the University, which includes responsibility for the management, co-ordination, and delivery of a range of services and activities within the student life cycle, and the associated data management. In addition, it facilitates effective University governance, corporate compliance, and academic development by providing secretariat services for University Committees, including the Council and Academic Board, and by supporting the University's quality assurance processes.

The Registrars Directorate is led by the Academic Registrar. The four teams within the Department are: Secretariat and Governance Services, Academic Partnership Services, Academic Services and Academic Quality Services.

Academic Services provides a flexible School focused administration service supporting core academic activities of the student lifecycle and the operation of the Academic Schools.

This post provides administrative support for a range of activities, including courses, development projects and general operations within Schools. The Academic Services Administrator works under the direction of the Academic Services Manager, as part of a wider team which provides a comprehensive, customer-focused service to staff, students and external stakeholders. In addition, the team provide a Personal Assistant service to the Head of School. The post holder will be expected to take the lead, or be the main point of contact, for some aspects of the team's work - this, and the overall balance of duties, will vary according to School and Registry priorities.

## **MAIN DUTIES AND RESPONSIBILITIES**

Responsible to: Academic Services Manager

1. To be responsible for the provision of an efficient and professional administrative service in support of the overall academic endeavour of the School.
2. To support academic staff, as directed by the Academic Services Manager, in a range of course related, activities which could include:
  - Supporting the effective operation of Module, Award & Progression Boards of Examiners, under the guidance of the Academic Services Manager
  - recruitment, enrolment, induction, quality, teaching and assessment tasks
  - organising field trips
  - supporting employer engagement
  - supporting Research Excellence Framework (REF) preparation
3. Working closely with Academic Quality Services to provide administrative support for the effective implementation of academic quality assurance, quality enhancement and other regulatory procedures within Schools ensuring compliance with internal and external requirements: This may including providing administrative support for the development of new programmes and other projects within the Schools including, as required, attendance at development meetings and assistance with the compilation of documentation.
4. To support students and academic staff in the use of the Electronic Management of Assessment (EMA) system by:
  - Coordinating the collection of assessment due dates
  - Ensuring the correct classification of assessment-types in the student records system
  - Managing the receipt and return of physical assessments that cannot be submitted via EMA
  - Supporting staff and students in problem resolution with respect to EMA
  - Working with LTI and Student records, as directed by the line manager, to write user-guides, identify development opportunities and test the system following upgrade.

5. Where relevant, providing direct personal assistant support to the Head of School, including, as required, diary management, arranging travel, and handling communications.
6. To arrange and officer meetings; support events and working groups associated with the operation of the Schools as required.
7. To provide support for potential and current students in relation to enquiries connected with their course of study.
8. To maintain appropriate records on the SITS student records system relating to course and student data ensuring data integrity.
9. To contribute to the development, production and maintenance of administrative records, course-related learning support materials and web pages including supporting the development of records management systems.
10. To administer and organise field trips (if required) within the UK and overseas, in line with University policy and procedures, ensuring that appropriate health and safety actions are addressed.
11. To maintain appropriate and accurate records for audit, and follow appropriate document management procedures in line with University policy.
12. To adopt a flexible and proactive approach to ensuring work is delivered as part of an integrated team - this may include covering responsibilities within or outside the immediate area, such as direct support to Heads of School, or members of the Academic Registry Management Team; cover for absent colleagues at other sites. Such duties and arrangements would be discussed and directed by the line manager.
13. To be flexible, as part of the Registrar's Directorate, in providing administrative support to any School from time to time as directed by the Academic Services Manager or Head of Academic Services.
14. To contribute to the continuous improvement of processes and services to ensure value for money is maintained and central to the delivery of all activities.
15. To provide assistance with University events (e.g. Open Days, Awards Ceremonies etc.) as required.
16. To undertake personal development in skill areas related to the post.
17. To undertake any other duties and responsibilities, commensurate with the grade of the post, as directed by the Head of Academic Services. These variations will not alter the general nature of the post or the level of responsibility entailed.

This job description is a guide to the work that the post holder will initially be required to undertake. It may be amended from time to time to meet changing circumstances by mutual agreement. It is expected the job description will be regularly reviewed by the post holder and his/her line manager. These discussions will normally take place during the Staff Development Review interview. Where

appropriate, an agreed amended job description will be produced or explicitly authorised by the Human Resources Department.

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## PERSON SPECIFICATION



Post title: Academic Services Administrator (Maternity Cover)

Department : Academic Services (Registrars Directorate)

Grade : 5

|                                    | Essential [E]   | Desirable [D]  |
|------------------------------------|---|--|
| 1. Attainments<br>Qualifications   | <ul style="list-style-type: none"><li>• A degree, or equivalent work/life experience that can demonstrate critical and independent thinking</li><li>• A range of GCSEs, including English Language and Mathematics at Grade C or above, or their equivalent</li></ul>   | <ul style="list-style-type: none"><li>• Membership of a relevant professional association, with preference for advanced membership</li></ul> |
| 2. Previous<br>experience          | <ul style="list-style-type: none"><li>• Experience of working to demanding objectives, and evidence of achieving measurable results</li><li>• Experience of working in an environment with a high degree of customer contact.</li></ul>   | <ul style="list-style-type: none"><li>• Proven recent experience of student and programme administration in an HE/FE environment</li></ul>   |
| 3. Training &<br>Specialist Skills | <ul style="list-style-type: none"><li>• Strong communication skills, and confident in a variety of mediums, using both written and oral skills.</li><li>• Understand data management processes and ability to use IT to present data to different audiences</li><li>• Ability to act autonomously and proactively with limited supervision.</li></ul> |  |

- Ability to work to deadlines and to manage conflicting demands whilst maintaining attention to detail.
  - Ability to work to deadlines and to prioritise multiple tasks whilst maintaining attention to detail.
  - Proactive by nature, supported by an awareness of new technologies and their usefulness in business process improvement
  - Digitally confident and literate, inclusive of MS office.
  - A flair for building relationships and the ability to work effectively as a team member.
- 4. Disposition**
- Takes personal responsibility for ongoing personal & professional development.
  - Ability to adapt ways of working and adjust to unfamiliar situations and shifting demands
  - Be comfortable working in a fast paced, change focused organisation
- 5. Circumstances**
- Flexibility in working hours to accommodate peaks in workload