



**St Mary's
University
Twickenham
London**

JOB DESCRIPTION

Job Title:	Departmental Administrator
Faculty:	Sport Health and Applied Science
Reports To:	Faculty Business Manager Day-to-day liaison with Department Team
Starting Salary:	£23,334 per annum (Band E, spinal point 18)
Annual Leave:	23 days holiday per annum
Term:	Full time (1.0 FTE) Permanent

Role Purpose

Departmental Administrators work in multi-function roles as part of a departmental team, providing administrative support for programme provision and the effective running of academic departments. This may involve support to more than one programme. Departmental Administrators are responsible for delivering a high-quality professional service for staff and students.

Main Duties and Responsibilities:

- Work within the Faculty administrative team to ensure a high quality, coordinated and efficient support service to students, Heads of Department, Programme Leaders and other academic staff.
- Liaise with the Heads of Department, Programme Leaders and other academic staff members in their subject area on day-to-day matters relating to the running of programmes.
- Provide high quality administrative support to Faculty initiatives supporting student recruitment and student experience and satisfaction.
- Respond to student and staff enquiries/problems promptly, with reference to Faculty and University policies.
- Track and monitor student progress during the year, including levels of attainment and attendance, writing to students when necessary.
- Accept and log student assignments. Ensure prompt distribution to and collection from academic staff enabling return to students within the published timeframes. Inform

students of delays to return of work. Ensure all marks can be presented or accounted for on request.

- Liaise with programme leaders, external examiners and external organisations with respect to moderation of assignments, their visits to the University to see practical work and their attendance at exam boards.
- Prepare papers for examinations and progress boards; provide information on student profiles at the programme exam board and ensure all marks can be presented or accounted for. Liaise with Programme Leaders, academic staff, external examiners and Registry with respect to decisions taken at exam boards, send out student re-sit exercises as required.
- Prepare general and routine correspondence.
- Liaise with the Heads of Department and Programme Leaders, academic staff members and student representatives on matters relating to Programme Boards and Departmental meetings, actively engaging with both. This includes agenda preparation and minute taking/action tracking.
- Advise the Programme Leader on issues that need discussion and action.
- Initiate and carry out changes in the administrative organisation of the Department.
- Provide information to individual students and advise them with reference to the Academic Regulations.
- Maintain the Faculty's electronic filing systems, including around Tier 4 compliance.
- Liaise with Professional Services on administrative activities including admissions, examinations, timetabling and room bookings, student welfare.
- Organise faculty based conferences or events, including venue hire, speaker engagement, attendance and promotional materials.
- Carry out general administrative tasks as required in the support of the work of the Faculty, under the direction of the Faculty Business Manager.
- Model the University's core values, ensuring these are embedded in the ethos and activities of the Faculty.
- Promote equality, diversity, inclusion and wellbeing for staff and students.

PERSON SPECIFICATION

Selection Criteria	Essential (E) Desirable (D)
Knowledge and Qualifications	
Educated to 'A' level standard or equivalent experience.	E
Educated to Degree Level.	D
Experience of working in an office administrative role.	E
Experience of dealing with students and/or the public.	E
Experience of working in Higher Education.	D
Experience of minute taking.	
Knowledge and competency in the use of Microsoft Office applications Outlook, Excel, Word.	E

Knowledge and competency in the use of work related databases.	E
Knowledge of the Data Protection Act.	D
Skills and Abilities	
Excellent communication skills, written and verbal, including good use of grammar.	E
Required to be accurate and have good attention to detail.	E
Ability to organise and manage own workload.	E
Ability to deal with a wide range of people, remaining calm and diplomatic at all times.	E
Able to be flexible, learn quickly and adapt to new situations.	E
Ability to support students and staff in a professional, efficient, and productive way.	E
Ability to be creative in finding practical solutions to problems.	E

St Mary's University reserves the right to change and amend this job description/person specification in accordance with the changing requirements of the organisation.