



St Mary's
University
Twickenham
London

JOB DESCRIPTION

Job Title:	Senior Administrative Officer
Faculty:	Education, Humanities and Social Sciences
Reports To:	Faculty Business Manager
Band:	G, spinal point 26
Starting Salary:	£30,046 per annum
Hours:	Full time (1.0 FTE)
Term:	Permanent

Role Purpose

Senior Administrative Officers support the Faculty Business Manager to deliver the Institute and Faculty's wider business agenda, working on detailed HR, Finance, procurement, and/or IT work pertaining to the institute and Faculty as a whole. The Senior Administrative Officer has responsibility for the day-to-day work of the Departmental Administrator team (IoE), and will likely combine these roles with reduced Departmental administration duties of their own, where appropriate.

Main Duties and Responsibilities:

- Work within the Faculty administrative team to ensure a high quality, coordinated and efficient support service to the Faculty Business Manager, Associate Deans and the Dean of Faculty.
- Co-ordinate the day-to-day working of the Departmental Administrator team in the Institute, under the direction of the Faculty Business Manager.
- Liaise with the Heads of Department, Programme Directors and other academic staff members in their subject area on day-to-day matters relating to the running of the Institute.
- Provide high quality administrative support to Institute and Faculty initiatives supporting student recruitment, quality assurance and student experience and satisfaction, including ITT processes.
- Respond to student and staff enquiries/problems promptly, with reference to Institute, Faculty and University policies.

- Liaise with the Faculty Business Manager and Professional Services staff with respect to issues of finance and of human and physical resources to support the work of the Faculty Business Manager.
- To draft and maintain Institute and Faculty documents (such as staff directory, organisation chart and calendars) and induction documents for new staff.
- Prepare papers for Institute and Faculty-level boards; provide information on Institute and Faculty business and ensure all relevant data can be presented or accounted for.
- To be responsible for ensuring the Institute's communication documents and internal and external digital content are maintained and updated regularly.
- Liaise with internal and external stakeholders in relation to the work of the Institute.
- Prepare general and routine correspondence.
- Advise the Faculty Business Manager on issues that need discussion and action.
- Initiate and carry out changes in the administrative organisation of the Institute and Faculty.
- Provide information to individual colleagues and advise them with reference to the University's Regulations.
- Devise and manage the Faculty's electronic filing systems, including around Tier 4 compliance.
- Fulfill the duties of a Departmental Administrator for an academic programme, where workload allows.

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
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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.