Job Description – Senior Administrative Assistant

About the role

The role holder leads a team of Administrative Assistants responsible for the successful completion of tuition delivery activities that ensure timely notification of information to students, to agreed schedules.

Working as part of a flexible and nationally distributed Associate Lecturer Services team they provide information to Faculties, including Associate Lecturers, Student Support colleagues and Senior Managers within Academic Services, that ensures delivery of high-quality administrative activities and contributes to continuous improvement. They play a key frontline role in handling and resolving inbound tuition delivery, payments and contractual queries. The timely response to these queries and accuracy of information provided by them and their teams are critical to the quality of the service and create a strong relationship with service users in Faculties.

Key responsibilities

1. Recruitment and management of staff to ensure successful completion of administrative tasks associated with tuition delivery.

2. Carrying out essential, time-critical administrative and operational tasks relating to tuition delivery activities.

3. Providing effective and accurate information and advice to Faculties (including Associate Lecturers) and colleagues within Academic Services on a range of policies and procedures related to tuition delivery.

4. Contributing to the production, review and updating of procedures and related documents for Associate Lecturer Services activities.

5. Effectively and confidently access, utilise and update University systems and databases.

6. Contributing to the development and continuous improvement of tuition delivery and Associate Lecturer Services.

7. Taking responsibility for continually developing skills and knowledge to maintain and improve personal performance and adapt to evolving business practices and procedures.
Skills and experience

Essential

1. GCSE Maths and English at Grade C or above as well as NVQ Level 2/SVQ 2 Customer Service or equivalent experience.
2. Ability to build rapport and communicate clearly, both in spoken and written English and work with people at all levels.
3. Ability to confidently use IT systems and experience using standard Microsoft applications.
4. Ability to undertake and manage high volumes of routine data entry and manipulation tasks.
5. Good organisational skills, including ability to cope with heavy workloads and repetitive tasks and to meet deadlines.
6. Ability to use initiative to deal with non-standard issues.
7. Willingness to take ownership of and resolve problems.
8. The use of tact and diplomacy in dealing with difficult issues.
9. Experience of supervising staff.
10. A demonstrable commitment to continuing personal and professional development.
11. Experience of working as part of a virtual or distributed team, and proactively helping others.