Job Description – Assistant (Academic Support)

About the role
To provide administrative and secretarial support for a number of staff working in the Academic Support Team within the Faculty, working with colleagues across the team to ensure that Senior Managers have the support required to fulfil their roles. Members of the team will work flexibly to ensure that there is cover during periods of absence and fluctuations in workload. Working with colleagues in other teams to ensure a consistent and reliable service is maintained at all times.

Key responsibilities
1. To provide proactive administrative and secretarial support within the Academic Support Team, as appropriate, working in conjunction with other members of the team. Activities include but are not limited to:
   - Secretarial duties: diary management, storing information in line with GDPR, meeting arrangements and invites
   - Administration duties: maintain and update electronic filing systems, websites and email distribution lists, respond to customer queries within service levels, prepare and circulate confidential documents as required.
   - Visiting academics and student representatives: Visitor arrangements i.e. travel, accommodation, meet and greet
   - Work collaboratively with colleagues

2. Updating website content and email distribution lists as and when required, working in conjunction with colleagues in the Communications and Staffing Teams.

3. Work with the University’s Customer Relationship Management (CRM) system to progress queries to the appropriate Academic and Management staff.

4. Provide support to the organisation and delivery of meetings and workshops organised by the Academic Support Team, including venues, travel, accommodation, schedules, catering and other duties as required.

5. Provide support to the Managers within the Team in the management of budgets, including maintaining up to date records, reconciling the budget management spreadsheet, contributing to quarterly forecasts, working with colleagues in the Resources Team as appropriate.

6. Work collaboratively with colleagues in the Team and undertake other such duties as may be reasonably required by the Head of Academic Support and the Senior Managers (Academic Support).
Skills and experience

• Good level of general education (GCSE/O’level equivalent) to include English and Maths at Grade C or above.

• Experience of working effectively in a team, taking an innovative approach to change and challenges, and having the drive to ensure that a high-quality service is provided, dealing with multiple tasks in parallel, and sharing knowledge appropriately.

• Ability to use absolute discretion, initiative and personal judgement for dealing with the sensitive and confidential matters which pass through the School offices.

• Experience of planning and organising one’s own work.

• Good written and oral communication skills and experience of using a variety of communication methods.

• Experience of organising meetings and writing minutes.

• Ability to solve problems, using information from a variety of sources to aid analysis and make timely decisions.

• Excellent understanding of financial procedures and their rigorous application.

• Experienced user of IT including use of Microsoft applications, particularly Word, Excel, PowerPoint and Outlook.

• Demonstrable evidence of good practice in relation to equal opportunities and diversity.