Job Description – Administrative Assistant, Associate Lecturer Services

About the role

We are passionate about making our student-tutor relationship supportive so our students are empowered to make the right study choices that will lead to successful progression, qualification completion and customer satisfaction. The Administrative Assistant will be responsible for working independently and collaboratively with a team of stakeholders to meet service level agreements to deliver successful completion of tuition delivery for students.

Working as part of a flexible team supporting colleagues, ensuring the delivery of high-quality administrative activities, and contributing towards continuous improvement. The role holder will play a key frontline role in handling and resolving tuition delivery enquiries for internal and external stakeholders.

Key responsibilities

- Carrying out essential, time-critical administrative and operational tasks relating to tuition delivery.
- Providing effective and accurate information to Faculties (including Associate Lecturers) and colleagues within Academic Services on a range of policies and procedures related to tuition delivery.
- Contributing to the production, review and update of procedures and related documents for AL Services activities.
- Effectively and confidently access, utilise and update University systems and databases.
- Assisting in the development and continuous improvement of tuition delivery and AL Services.
- Taking responsibility for continually developing skills and knowledge to maintain and improve personal performance and adapt to evolving business practices and procedures.

Other general duties when required – this is not an exhaustive list of responsibilities
**Skills and experience**

**Essential**

- GCSE Maths and English at Grade C or above, or equivalent NVQ Level 2/SVQ 2 Customer Service or equivalent experience.
- Relevant experience of working in an office environment.
- Ability to build rapport and communicate clearly, both in spoken and written English.
- Ability to use IT systems with confidence and experience using standard Microsoft applications.
- Ability to undertake high volumes of routine data entry and manipulation tasks.
- Good organisational skills, including ability to cope with heavy workloads and repetitive tasks and to meet deadlines.
- Ability to work successfully as part of a team and on own initiative.
- A positive approach and commitment to excellent customer service.
- Ability to work as part of a virtual or distributed team.

**Desirable**

- NVQ Level 2/SVQ 2 Customer Service or equivalent experience.
- Experience of working within a higher education environment.