

JOB DESCRIPTION

Note: This job description does not form part of the employee's contract of employment but is provided for guidance. The precise duties and responsibilities of any job may be expected to change over time. Jobholders should be consulted over any proposed changes to this job description before implementation.

Job title: Departmental Administrator – Global Recruitment, Admissions, Marketing and Communications

Reports to: Head of Admissions

Grade: NG3

Purpose:

To provide administrative support for the Global Recruitment, Admissions, Marketing and Communications department in support of operational priorities and day to day objectives, providing general support cover across the department's wide range of teams and functions

Principal accountabilities

1. Reporting to the Head of Admissions, provide administrative support for the Global Recruitment, Marketing and Communications (GRAMC) leadership team. This will include financial administration and general administrative support working across the Admissions, Communications, Development, Digital, International Recruitment and Marketing teams as necessary
2. To assist with the finance administration including generation of purchase orders and goods receipting on Agresso for all teams within the directorate
3. Support the international recruitment team with the timely preparation of commission payments for international recruitment agents
4. To support GRAMC teams as required with recruitment and departmental events organisation, covering the whole range of related activities including colleague and student arrangements
5. To support the Head of Admissions with specific admissions-related administrative tasks as required
6. Liaise with other departments as necessary to support the administration of the department, especially the Finance Office and the reporting/liaison of computer system problems with IT service functions
7. To support the departmental SMT with the smooth running of the team's

on campus office presence, co-ordinating any office support and stationery requirements as directed by the team. Additionally to support the teams with any remote working arrangements requiring administrative input

8. To undertake uncomplicated research and data collection and to be responsible for maintaining mailing lists for general use by the department
9. To assist with departmental mailings and postal arrangements
10. Undertaking other administrative duties as required within the competence required for the role

Context

The role supports the Global Recruitment, Admissions, Marketing and Communications directorate in the University's Professional Services teams. The department ensures a consistent, coherent, value for money and impactful approach to student recruitment, admissions, marketing, communications, digital and development - supporting income generation through brand development, reputation management, student recruitment and corporate positioning.

The University requires all postholders to have an understanding of individual health and safety responsibilities and an awareness of the risks in the work environment, together with their potential impact on both individual work and that of others.

Dimensions

The post holder is a member of a large team and provides an essential support function for the senior team and its members. Strong data processing and digital skills are essential in this function.

The post holder will work in an open plan environment where flexibility of working is essential.

Person Specification

This describes the knowledge skills and experience required to perform the job effectively.

	Essential Criteria	Desirable Criteria
Qualifications	<ul style="list-style-type: none">• A levels or equivalent practical experience.	<ul style="list-style-type: none">• A graduate would be preferred but a degree is not essential for a candidate with the right experience.
Training & Experience	<ul style="list-style-type: none">• Demonstrable administration experience in a customer interface/service role in a large and complex organisation such as a higher education or voluntary sector; or relevant general experience in a commercial or public sector department with a client facing role.• Excellent database and digital skills to support the team function.• Ability to co-ordinate tasks and understand workflows and workflow management.• Experience of diary management and organization of meetings.• Established knowledge of a range of office packages and fast and accurate keyboard skills.• Proven communications skills including written English and good telephone manner.	<ul style="list-style-type: none">• Support and administration for a manager/director.• Financial record keeping.• Good understanding of social media.• Knowledge of how universities work.

Aptitude and abilities	<ul style="list-style-type: none"> • Numeracy skills and a good eye for detail. • Speed, accuracy and efficiency in basic repetitive tasks. • Ability to work to deadlines. • Good interpersonal skills and ability to establish working relationships with a range of customers. • A proactive approach to problem solving. • A flexible attitude to changing workloads. • Strong commitment to providing excellent customer care to a range of stakeholders 	<ul style="list-style-type: none"> • Mail merge techniques. • Database management. • Minute taking.
Personal Attributes	<ul style="list-style-type: none"> • Self-starter who can manage multiple tasks, follow through on organisation and is capable of working proactively and independently. • Flexibility, patience and tact • Fully committed to contributing to a stimulating learning and working environment, which is supportive and fair, based on mutual respect and trust, and in which harassment and discrimination are neither tolerated nor acceptable. 	
Other	<ul style="list-style-type: none"> • The post holder may be occasionally required to work additional hours including some evening and weekend attendance – or in locations other than the marketing and communications office (including event venues). 	