

# CANDIDATE PACK

## College Support Administrator

Academic Registrar's Department

UNIVERSITY OF  
WESTMINSTER 



# OUR UNIVERSITY

Under the inspirational leadership of Professor Peter Bonfield OBE, the University of Westminster is a place where discoveries are made, barriers are broken, diversity is celebrated and where everyone is welcome. Serving more than 21,000 undergraduate, postgraduate, apprentice and executive students, our mission is to transform the lives of young people from all backgrounds. We seek to make the world a more inclusive, sustainable, better and healthier place through our educational, research and knowledge exchange endeavours.

Since our founding in 1838 we have stood out as innovators, committed to tackling social inequalities. In 2021, our University ranked 2nd in England out of more than 100 higher education institutions for social mobility. The ranking - produced by the Institute for Fiscal Studies and the Sutton Trust - compares the number of students from low-income backgrounds at universities, and the extent to which their studies helped them to move up the income ladder. Westminster has the second highest performance among universities in England.

As we focus forward to 2029, we will continue to do so in a way that is true to our progressive, compassionate and responsible values. Our education offer will be more personalised and authentic, giving students from all backgrounds an opportunity of transformative learning, helping them succeed in their studies and professional lives. Our curriculum will be employability-linked, leading to stronger outcomes and helping prepare our graduates for the world of work and for life. Our research and knowledge exchange will enable us to maximise our positive impact on societies in the UK and around the world in an environment where everyone is inspired to succeed. Our priorities of wellbeing, inclusion and sustainable development will help us as we navigate through the challenges and opportunities towards 2029.



# OUR PRIORITIES

The University's 2022-2029 strategy, *Being Westminster*, sets us apart and builds on our unique history and achievements. In our University, we value social justice, moral conscience, inclusivity and equality, acting positively together to make change for good.

The University of Westminster has three priorities.

## WELLBEING

Working and studying together at Westminster as a community of students and colleagues is a big part of our lives – doing so in an environment that places our wellbeing front and centre helps us to be safe and feel safe. We care for the safety, health and wellbeing of those around us as well as ourselves.

## INCLUSION

All Westminster, colleagues and students are in a supportive and safe learning and working environment which is equitable, diverse and inclusive, is based on mutual respect and trust, and is a place where harassment and discrimination are not tolerated. As a responsible institution, we strive to ensure and to champion equality. As a progressive institution, we take pride in our diversity. As a compassionate institution, we commit to an inclusive culture that allows students and colleagues to reach their full potential.

## SUSTAINABLE DEVELOPMENT

We take inspiration from the 17 United Nations' Sustainable Development Goals (SDGs) in how we drive our actions and activities and governance across our University. As a community, we bring together our collective energies to play our part in addressing the climate crisis and inequalities to enable a more sustainable and socially just world. We are one of the top 20 universities in the world in SDG 5 for providing equal access and supporting the academic progression of women. We are one of the top 25 universities in the world in SDG 10 tackling economic, health based and international inequalities. We are in the top 50 universities in SDG 12 for promoting resource and energy efficiency, having a sustainable infrastructure, and providing access to basic services for all.



# OUR OBJECTIVES 2022-2029

Against a backdrop of a changing and challenging higher education environment, the University has recently completed a major review of its objectives and strategy, and has published its commitments for the period 2022-29.

## EDUCATION

We will offer personalised and authentic education, underpinned by an inclusive curriculum, to enable all our students, from all backgrounds, to engage in transformative learning and to succeed in their studies and professional lives. We will address global, political, and social challenges through a relevant demand-led and forward-looking portfolio. We will do this by offering authentic teaching, learning and assessment modes which immerse students in the wider-world through live projects, work-based learning and global opportunities. We will invest in our people to enable all teaching colleagues to plan and deliver exceptional learning experiences and professional colleagues to offer exceptional support. Students will be empowered by working in partnership with colleagues and fellow students to shape the Westminster experience. We will develop an integrated physical and digital environment that supports excellent practical, active and collaborative learning for all our students.

## RESEARCH AND KNOWLEDGE EXCHANGE

Research and knowledge exchange are fundamental to our commitment to making a positive difference to the world and transforming lives. We are committed to research in four priority areas: Diversity and Inclusion; Health Innovation and Wellbeing; Sustainable Cities and the Urban Environment; Arts, Communication and Culture. Our excellence in research and knowledge exchange will infuse our education endeavour, inspiring and equipping our students as agents of change locally as well as globally. We will continue to grow our community of PhD researchers, ensuring that the Westminster postgraduate research experience remains sector leading and the foundation for great careers. In knowledge exchange we will focus on engagement with government, business and with the public and local community. We will achieve more when we identify shared interests and build partnerships with our communities and collaborate for the public good with a clear civic purpose.

## EMPLOYABILITY

We will ensure that all our students benefit from employability-led learning and purposeful engagement with employers, business and industry, to give students from every background the best possible preparation for the world of work and enable the best possible employability outcomes. We will do this through the further extension and embedding of programmes such as work-based and placement learning; the Westminster Employability Award; Westminster Working Cultures; mentoring; and student enterprise. Employability-related learning will be a core and critical part of the courses and curriculum we offer, right across the University. It will be front and centre of life at the University for students and colleagues.



A key priority will be the development of a dedicated Centre for Employability and Enterprise at 29 Marylebone Road, intended to transform our student experience and our engagement with business, industry and employers. The Centre will provide a game-changing experience through which undergraduate and postgraduate students from across Westminster will come together and practise enterprise; develop an entrepreneurial mindset and skills; access training, work, projects, business advice and mentoring; and connect directly with employers. The future-focused environment of the Centre will scale up our employability provision, helping our students to be 'fit for the future' in the most challenging of post-pandemic labour markets and economic environments. It will strengthen links between our UK-based and international employer partners and our motivated, bright, work-ready students, affording employers access to a diverse mix of people right for the needs of the contemporary workforce.

## GLOBAL ENGAGEMENT

We will raise the international reputation and reach of the University, ensuring that 30% of our undergraduate community and 70% of our taught postgraduates come to us from overseas. Overseas partnerships will remain central to our global engagements. We will prioritise the outward mobility of our students to partner institutions, contributing to students' development of employability skills and competences. We will extend and deepen our Trans-National Education relationships. These partnerships, particularly that with Westminster International University in Tashkent, will move beyond franchised or validated arrangements to embrace employability, alumni-related research, CPD and knowledge exchange connections.



# OUR STRUCTURE

## ACADEMIC STRUCTURE

Our structure is built to deliver an enhanced learning environment, stronger and broader industrial, international and professional connections and pioneering and impactful research. The University comprises three Colleges:

### Westminster Business School

- School of Organisations, Economy and Society
- School of Finance and Accounting
- School of Applied Management
- School of Management and Marketing

### College of Creative Arts and Technologies

- School of Architecture and Cities
- Westminster School of Arts
- School of Computer Science and Engineering
- Westminster School of Media and Communications

### Liberal Arts and Sciences

- School of Social Sciences
- Westminster Law School
- School of Humanities
- School of Life Sciences

The University Executive Board comprises:

- Vice Chancellor and President
- Deputy Vice Chancellor (Employability and Global Engagement)
- Deputy Vice Chancellor (Education and Students)
- Deputy Vice Chancellor (Research and Knowledge Exchange)
- Chief Operating Officer and University Secretary
- Three Heads of College

## PROFESSIONAL SERVICES

Our Professional Services teams support the effective and professional delivery of our teaching, research and knowledge exchange and the management of student residences and sports facilities.

- Academic Registry
- Business Engagement
- Estates
- Finance and Commercial Activities
- Global Recruitment, Admissions, Marketing and Communications
- Information Systems and Support
- People, Culture and Wellbeing
- Strategy, Planning and Performance
- Student and Academic Services
- Research and Knowledge Exchange Office
- Graduate School
- Learning Innovation and Digital Engagement



# JOB DESCRIPTION

**Job Title: College Support**

**Administrator**

**Reports to: College Support Officer**

**Department: Academic Registrar's Department**

**Grade: NG3**

## ROLE PURPOSE

To provide effective, efficient administrative and operational support to the College academic senior management team and the business operations of the College through the maintenance of clear office management systems and processes. Answer queries, resolve problems and demonstrate how to use the range of self-service systems available to support college operations (HR, procurement and finance systems).

## PRINCIPAL ACCOUNTABILITIES

- Provide efficient and effective administrative support to the senior academic staff of the College, in particular to the Head of College, Heads of School, and Director of Operations, arranging meetings as required, including drafting and circulating notes and other supporting documents.
- Provide a courteous and efficient service when dealing with enquiries from external agencies, professional bodies, external examiners, students and the general public.
- Support effective internal record-keeping and communication through the creation and maintenance of electronic/manual filing, databases and circulation of messages as required.
- Build and use a good working knowledge of University self-service Information Management systems (for HR, procurement and finance purposes) in order to assist colleagues with a range of enquires and provide advice and guidance on how and where to use those systems.
- To prepare examination question papers and/or other College documents, including course handbooks.
- Maintain office supplies and equipment, anticipating requirements for new staff including stationery, keys, furniture, telephony etc.
- To assist with booking venues and travel arrangements for student field trips and residentials.
- To undertake any other appropriate secretarial/administrative duties including providing cover for absent colleagues as required by the College



Support Officer to ensure the efficient operation of College administrative services.

- Undertake any other appropriate administrative duties as directed by the Line Manager, which are appropriate to the grade.

## CONTEXT

The Academic Registrar's Department is responsible for oversight of academic and student administration services across the University. It has an establishment of over 100 staff. In 2015 ARD adopted the following mission statement:

The Academic Registrar's Department will be recognised for excellence and professionalism in leading the University's academic administration and academic governance functions. As a team of specialist professional practitioners, and through the provision of expert advice and the ownership and management of holistic and efficient administrative processes and policies, we will meet our responsibilities by:

- assuring academic standards and enhancing academic quality through the effective management of the University's academic infrastructure;
- supporting the strategic leadership and delivery of learning, teaching and research;
- delivering a seamless student journey through the administrative lifecycle from enrolment to graduation and beyond, wherever appropriate using technology to improve efficiency, remove barriers and provide solutions that will allow stakeholders to access our services wherever and whenever is convenient to them;
- ensuring the quality and integrity of all student- and course-related data, and developing effective and efficient data management and related business processes;
- ensuring the effective delivery of academic programmes and Faculty events and activities through the provision of professional support to Deans and senior academic colleagues.

Our work will enhance the student experience through anticipating and responding to student need, and putting the student's expectations at the heart of all that we do.

Each College has a local Office that comprises members of the Academic Registrar's department to support core business functions, supporting academic and business governance and management of the College structure in the University, ensuring the effective and consistent implementation of policies and procedures. The College Administrator will deal with senior management, academic, administrative staff and external clients. Much of the work is of a confidential nature and often required within tight deadlines.

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

- No line management responsibility
- Key point of contact for Academic staff



At certain busy times of the year (for example during enrolment, examination, assessment, graduation and course modification periods), it may be necessary for ARD staff to work outside normal working hours, including occasional weekends, and annual leave may be restricted during these times. Any additional hours worked will be compensated in accordance with the University's overtime policy.

All ARD staff may be required to help support any ARD activity according to business need, whether or not that activity forms a core part of the role holder's job description

## KEY RELATIONSHIPS

College Support Officer

Director of College Operations

Heads of School

Campus Registries

Other Professional Services Staff particularly local Estates colleagues

Partner colleges and external networks



# PERSON SPECIFICATION

## QUALIFICATIONS

### Essential

- A level or equivalent experience

### Desirable

- Graduate or equivalent experience

## TRAINING AND EXPERIENCE

### Essential

- Experience of working in a team
- High standard of numeracy and literacy
- Highly IT literate with excellent MS Office skills
- Experience of working in an administrative position

### Desirable

- Experience of working in Higher Education.
- Experience of working in customer service and delivering a high standard of customer care.
- Experience in the use and application of financial/purchasing software

## APTITUDES, ABILITIES AND PERSONAL ATTRIBUTES

### Essential

- Strong oral and written communication skills and the ability to successfully communicate with staff from a range of different professional and technical disciplines.
- Ability to establish good working relationships with staff, students and external bodies
- Ability to work in an efficient and organised manner with the ability to prioritise and handle multiple tasks
- Strong attention to detail
- Ability to use tact and discretion when working with sensitive and personal issues
- A proactive approach to problem solving.
- A flexible attitude to changing workloads
- Strong commitment to providing excellent customer care to a range of stakeholders
- Strong motivation to work in Higher Education
- Self motivated with a flexible positive attitude.



- Ability to work well under pressure on own initiative and as part of a busy team.
- 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.
- At certain times of the year it may be necessary to work outside normal working hours.

#### **Desirable**

- An understanding of the crossover between print and online publishing and familiarity with desktop publishing techniques.
- Understanding of writing, editing and publishing web-ready content.



# HOW TO APPLY

To apply for this vacancy, please visit our [vacancies page](#) where you will be able to register as a candidate and complete your online application.

You will be requested to upload a CV which will be used to populate relevant sections of your application. You will also be requested to complete a concise statement in support (ideally no longer than 1000 words), addressing the criteria in the Person Specification and your motivation for applying.

**The deadline for receipt of applications is 11.59pm on 22 April 2026.**

**Interviews will take place on w/c 04 May 2026.**

An appointment will be made subject to proof of eligibility to work in the UK and satisfactory references being obtained.

At the University of Westminster, diversity, inclusion and equality of opportunity are at the core of how we engage with students, colleagues, applicants, visitors and all our stakeholders.

We are fully committed to enabling a supportive and safe learning and working environment which is equitable, diverse and inclusive, is based on mutual respect and trust, and in which harassment and discrimination are neither tolerated nor acceptable.

*The University has adopted Smart Working principles to support and further our Equality, Diversity and Inclusion aims of being an inclusive, collaborative and flexible employer. Further details of Smart Working can be discussed at interview stage.*



# OUR BENEFITS

The University offers a range of wellbeing and work-life balance benefits to recognise and reward the essential contribution our colleagues make to success and growth. Our benefits are inclusive for colleagues of all backgrounds including LGBTQ+ colleagues, disabled colleagues, pregnant colleagues, parents and carers, as well as colleagues of all genders, age, ethnicities, nationalities, religion and beliefs, and marriage and civil partnership status.

- 35 days annual leave per year, plus bank/national holidays and University of Westminster closure days (pro-rata for part-time staff).
- A generous occupational pension scheme.
- Annual incremental progression and/or cost of living reviews.
- Generous maternity, paternity and adoption leave.
- Flexible working and smart working.
- Learning and development opportunities.
- Free membership rates for a wide range of sporting facilities, including gyms at Regent Street and Harrow campuses, as well as the Chiswick Sports Ground.
- Employee assistance programme.
- The opportunity to participate in other attractive employee benefit schemes such as Cycle to Work, Eye Care Vouchers, Season Ticket Loans, and Give As You Earn.





[westminster.ac.uk](https://www.westminster.ac.uk)

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