JOB DESCRIPTION

Job Title: **PSS Departmental Administrator**
Job Ref: **PSS4**
Service: **Faculty of Professional and Social Sciences**
Campus: **Hendon**
Grade: **Grade 4**
Salary: **£24,175 to £27,578 inclusive of Outer London Weighting**
Period: **Permanent**
Reporting to: **School Manager**
Key relationships: **Executive Dean, Faculty Deputy Deans, Dean, Head of School, Heads of Department, Professional Service team, Academic staff**

Overall Purpose:
To provide administrative support to Heads of Department and their academic departments to ensure that the department experiences seamless support for all resource matters that relate to them. Working with Heads of Department across the School to promote efficient and effective workflows and reduce administrative workload on academic staff where possible.

The Role:
The postholder will collaborate with the Faculty administration teams and interact with designated professional service staff across the University to provide an efficient and responsive service. This includes servicing departmental meetings, supporting CPD activities and maintaining a shared departmental calendar of events to assist with planning and prioritising deadlines and workloads. The postholder will act as an important link to coordinate activities across departments and Professional Service teams.

The Candidate:
Excellent liaison and organisational skills are a priority in order to assist with processes across the Faculty to provide a seamless service delivery for staff and students. The postholder will be receptive to new ideas, have strong problem solve capabilities and a commitment to finding new ways of working to reduce the administration load on academic colleagues.

Principal duties:
- Service departmental/ad hoc meetings and awaydays, ensuring fast turnaround for minutes and tabled actions
- Diary management/assistance for Head of Department as necessary
- Responsible for ordering departmental supplies and processing invoices, keeping costs within a set budget
- Maintain logical and accessible administrative systems for departments including creating electronic filing systems for tracking internal/external relations (i.e. Customer Relationship Management system), workflow, alumni activities and retrieving archives to ensure departmental information is kept up to date and accessible.
- Organise departmental seminars, special lectures, events and conferences in liaison with Heads of Department and the Faculty Events Coordinator
- Create and maintain shared calendar of departmental events and priorities
- Provide administrative support for departmental CPD activities
- Assist with tracking staff development costs on Tableau, arranging travel, insurance and risk assessments
- Assist the School Manager with staff management processes such as organisation of and collation of teaching observations, annual appraisals and the coordination of academic staff work programmes and CVs
- Assist in the organisation and implementation of the induction of new staff (both core and hourly paid) within the Department
- Coordinate academic staff availability for duty rota production in line with departmental needs
- Act as a point of contact for academics reporting absence and undertaking follow up procedures for notifying students of changes

- Support the delivery of better value and greater efficiency through the identification and elimination of unnecessary complexity within School processes and identification of better ways of working
- Initiate and support a culture of teamwork, openness to change, and resilience when faced with barriers
- Assist with a solution-driven approach to reviewing and improving current academic support across the academic year, such as staff induction, staff development, promotions, etc.

Hours: 35.5 hours per week for 52 weeks per annum, actual daily hours by arrangement.

Annual Leave: 25 days per annum plus eight Bank Holidays and seven University days taken at Christmas (pro rata for part-time staff) which may need to be taken as time off in lieu.

Flexibility: Please note that given the need for flexibility in order to meet the changing requirements, the duties / location of this post and the role of the post-holder may be changed after consultation.

Person Specification:
Essential:
- A degree of relevant work experience at the appropriate level, relevant to the role
- The ability to quickly acquire a detailed knowledge of the Department's staff and its taught programmes, stakeholders, professional bodies and overall structure
- Excellent communication skills especially written skills that include concise and accurate minute taking ability
- Proven experience of managing conflicting priorities, coping with varying demands and high levels of activity whilst meeting deadlines
- Proven computer literacy in using and giving procedural advice on standard office software applications such as Microsoft Office Suite especially Word, Powerpoint and Excel
- Demonstrable database development skills with the ability to analyse and manipulate data
- Demonstrable commitment to working in a team environment coupled with the skills and appropriate independence to take the lead without direction
- Excellent verbal and written communication skills and the ability to interact professionally with a diverse group of external partners, senior managers, and subject matter experts
- Demonstrable experience in solving problems and the ability to reach solutions independently, being pro-active in making suggestions to improve business processes
- To fully engage with and support departmental activities and events
- Any other duties appropriate within the remit of this post such as graduation and clearing.

Middlesex University is working towards equality of opportunity. Flexible working applications (including part-time working) will be considered. If you wish to apply for this post, please complete an application form found here: www.mdx.ac.uk/jobs. The closing date for receipt of applications is 6th October 2019.

What Happens Next?
If you wish to discuss the job in further detail, please contact Kim Rayment at k.rayment@mdx.ac.uk. If selected for interview, you will hear directly from someone in the Service usually within 3 weeks of the closing date. If you do not hear from us you may assume that your application was unsuccessful.