

Job Description

Job Title:	Faculty Operations Administrator
Ref No:	ESE23-R3
Campus:	Hendon
Service:	Education and Student Experience
Grade:	Grade 4
Salary:	£28,840 per annum rising to £32,335 incrementally each year inclusive of Outer London Weighting
Hours:	35.5 hours per week. Actual daily hours by arrangement.
Period:	Permanent
Reporting to:	Faculty Operations Officer
Reporting to Job Holder:	N/A

Overall Purpose

The Faculty Operations team exists to enable effective and efficient delivery of academic and strategic objectives across our faculties. We provide high-quality professional services that support teaching, research, and student experience, ensuring compliance with institutional policies and external regulations. Through collaboration, innovation, and operational excellence, we support academic staff and leadership to focus on their core missions, fostering a thriving academic environment aligned with the university's vision and values.

The postholder will be expected to contribute to the smooth running of faculty operations encompassing, support for learning and teaching, research, marketing and recruitment, support for campuses and partnerships, and resources management.

Principal Duties

Departmental Administration:

- Support the Head of Department through the servicing of departmental and ad hoc meetings, including support for the department's Research Ethics Committee
- Support the Head of Department with diary management and departmental calendars
- Support the organisation of departmental events in liaison with the Head of department and Directors of Programmes
- Responsible for ordering and consequential financial processes and the HR administration of non-core staff
- Ensure departmental information is kept accurate and up to date
- Support the Head of Department with data requests liaising with the Strategic Planning Team

Programme Administration:

- Responsible for supporting academic programmes in line with University regulations, processes and quality standards and providing front line support to programme teams
- Provide administrative support to programme related activities including but not exclusive to: curriculum development, promotional activities, applications and admissions, student
- induction and assessment; providing programme teams with data to support programme activities
- Provide administrative support to student related activities including but not exclusive to: pre-registration, enrolment, induction and assessment, field trips and residential; providing programme teams with data to support activities
- Act as secretary to Programme Voice Groups and support the recruitment of Student Voice Leaders
- Support programme teams with regards to student activities
- Support academic staff with assessment administration
- Provide a high and comprehensive level of administrative support to the programme teams including support at programme development or cluster meetings
- Provide administrative support for departmental continuous professional development (CPD) activity

Other Duties:

- Any other duties within the remit of the post
- Ensure the provision of Faculty Operations resources to support the work of the University and specifically the student journey from Welcome to Graduation
- Participation in pan-university events such as Graduation, Welcome and Induction
- As duties and responsibilities change, the job description will be reviewed and amended in consultation with the post-holder
- The post-holder will actively follow Middlesex University policies including Equality & Diversity policies

The postholder should actively follow Middlesex University policies and procedures and maintain an awareness and observation of Fire and Health & Safety Regulations.

Person Specification

Job Title: Faculty Operations Administrator

Your supporting statement on your application form will be assessed to see how you meet each of the following selection criteria.

SELECTION CRITERIA:

Education/Qualifications

Essential:

- GCSE or an equivalent qualification or experience of administrative work of a similar level that is relevant to the role

Experience

Essential:

- The ability to quickly acquire a detailed knowledge of an organisation's structure, stakeholders, professional bodies ideally in an HE environment
- Proven experience of managing conflicting priorities, coping with varying demands and high levels of activity whilst meeting deadlines
- Demonstrable commitment to working in a team environment coupled with the skills and appropriate independence to take the lead without direction
- Demonstrable experience in solving problems and the ability to reach solutions independently, being pro-active in making suggestions to improve business processes
- Servicing committees, taking accurate minutes and monitoring actions

Knowledge

Essential:

- Capability of gaining knowledge of student management data systems
- Capability of gaining knowledge of Finance and Human Resource systems

Skills

Essential:

- Excellent communication skills especially written skills that include concise and accurate minute taking ability
- Proven computer literacy in using and giving procedural advice on standard office software applications such as Microsoft Office Suite especially Word, PowerPoint and Excel
- 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
- Excellent attention to detail

Collaboration and Communication

Essential:

- Ability to work collaboratively with colleagues, ensuring processes with shared responsibilities are managed seamlessly, and knowledge shared as required
- Be an active participant in our community by contributing to and supporting key university events such as Welcome and Graduation
- Communicate effectively with stakeholders

Equality Diversity and Inclusion

Essential:

- Demonstrable commitment to fairness and the principles of equality and inclusion

Terms and Conditions

Diversity

We value diversity and strive to create a fairer, more equitable work environment for our staff and students. We offer a range of family friendly, inclusive employment policies, flexible working arrangements, staff diversity networks, campus facilities and services to support staff from different backgrounds.

Flexibility

Please note that given the need for flexibility in order to meet the changing requirements of the University, the duties and location of this post and the role of the post-holder may be changed after consultation. The balance of duties may vary over time and will be reviewed as part of the appraisal process.

MU Services Limited

Middlesex University has established a wholly owned subsidiary, MU Services Limited, to provide professional services to the University. Staff of MU Services Limited will work alongside Middlesex University staff. All University professional services staff job descriptions, policies and procedures and the University Professional Services Staff Handbook will apply to both Middlesex University staff and MU Services Limited staff during their employment, unless where expressly stated otherwise. Staff will remain with their current employer, unless they move to an academic or academic related role.

Annual Leave

30 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.

Travel to Hendon Campus

We offer an interest-free season ticket loan, interest-free motorbike loan, a cycle to work scheme and bicycle and motorbike parking and changing facilities.

Public Transport

Our Hendon Campus is well served by public transport with buses, London Underground and British Rail services all within a short walk of the campus. You can get detailed journey information from TfL (www.tfl.gov.uk) and have a look at our directions and location map to help plan your travel: <http://www.mdx.ac.uk/aboutus/Location/hendon/directions/index.aspx>

Parking

There are currently Regular Parking Permits and Pre-Paid Parking options available to new joiners. Further details are available on the Travel and Transport page on the staff intranet. Please note if the number of applications becomes oversubscribed these parking options could be withdrawn at any point.

Parking for Disabled Staff

Staff and visitors with their own current blue badge have access to free parking on campus. All blue badge holders should present a copy of their blue badge to the security office in the Quad. Holders will be given car park access up to the date of expiry of their blue badge.

What Happens Next?

If you wish to apply for this post please return to the portal and click on Apply Online.

If you wish to discuss the job in further detail please contact Adele Kelly, Faculty Operations Manager, via email on a.kelly@mdx.ac.uk