

### **JOB DESCRIPTION**

<b>Job Title:</b>	<b>Service Administration Assistant</b>
<b>Ref no:</b>	<b>REG413</b>
<b>Campus:</b>	<b>Hendon</b>
<b>School/Service:</b>	<b>Academic Registry</b>
<b>Grade:</b>	<b>4</b>
<b>Starting Salary:</b>	<b>£ 23,263 per annum inclusive rising to £26,559 incrementally each year.</b>
<b>Period:</b>	<b>Permanent</b>
<b>Reporting to:</b>	<b>Academic Registry Service Officer</b>

#### **Overall Purpose:**

To provide administrative support to the Academic Registry Service Officer, and senior management team in the delivery of Academic Registry operations. The post holder is expected to work flexibly and cooperatively with the other members of the team to provide a consistent service and supportive environment for all members and visitors to the department. The post-holder may be given responsibility for a key function and is likely to co-ordinate one or more of the main aspects of the role and participate in projects.

#### **Principal Duties:**

- Act as point of contact for visitors to Registry providing a professional and welcoming environment.
- Provide a focal point for correspondence for all internal and external staff and agencies in relation to the work of Academic Registry, including the collection and distribution of incoming/outgoing post and electronic mail.
- Act as point of contact for internal and external enquiries, responding or referring on as appropriate.
- Provide support to the senior management team and Academic Registry Service Officer coordinating and arranging diary appointments and meetings, and organising room-bookings, hospitality and travel.
- Provide secretarial support to the senior management team and Academic Registry Service Officer for departmental meetings and ad hoc meetings, preparing reports and presentations, collation and distribution of material for meetings and note-taking as required.
- Act as a point of contact for staff reporting sickness and sickness related absences, maintaining a report tracking system, updating weekly absence records in PAFIS and advising on local and university staff absence management policies and procedures.

- Act as a point of contact for updating and amending annual leave absence records in PAFIS.
- Draft and prepare correspondence, source and collate information required for data reports.
- Organise internal and external staff events, arranging venue and room bookings, hospitality and travel, maintaining an annual calendar of events for the department.
- Order stationery and office supplies for the department in accordance with University procurement guidelines and co-ordinate the receipt and distribution of goods; maintaining a tracking system to monitor procurement requests and stock levels.
- Arrange staff bookings for external staff development conferences, including travel and accommodation.
- Update the main intranet provision for the department and related areas, ensuring that content is accurate and current.
- Update and maintain staff records and data filing systems for the team, including organisation and storage requirements for departmental records and transfers to secure storage (on and off-site) in accordance to Registry retention schedule.
- Provide support for staff recruitment and inductions (i.e. preparing interview packs, meeting and greeting candidates, interview assessments and performing right to work checks).
- Organise equipment for new staff (i.e. laptop and accessories, induction material and storage space) and arrange bookings onto University new starter induction programme.

#### **Other Duties:**

The post-holder will be required to lead/assist on various projects which are related to the post-holder's duties and areas of responsibility. Any other tasks that may be required by the Academic Registry Service Officer and Senior Management Team, including organisation of conferences, away days and with particular reference to major events such as, enrolment and induction, examination invigilation, graduation UCAS Confirmation and Clearing when all administrative staff are expected to participate.

## PERSON SPECIFICATION

**Job Title:** Service Administration Assistant

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

### SELECTION CRITERIA:

#### Experience:

##### Essential:

- Educated to GCSE level or equivalent qualification. Other candidates will be considered if they have relevant work experience.
- Have substantial secretarial or administrative experience in a busy office setting
- Experience of organising workloads, managing conflicting priorities, coping with varying demands and high levels of activity whilst meeting deadlines.
- Experience in advising on procedures, using skill and judgment to solve problems and the ability to reach solutions independently.
- Pro-active in making suggestions to improve business processes.
- Good working knowledge of all MS Office software, and advanced skills in using Outlook, Word and Excel.
- Ability to analyse and manipulate data.
- Commitment to working supportively and flexibly in a team.
- Excellent written and verbal communication skills that include note-taking.

##### Desirable:

- Previous experience in a HE institution or similar organisation.
- Experience of supporting senior executive level staff and liaising with representatives of external organisations.

**Hours:** 35.5 hours per week, 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 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.

**No Parking at Hendon campus:** There are no parking facilities for new staff joining our Hendon campus, except for Blue Badge holders. If you are applying for a post at our Hendon campus please ensure you can commute without a car.

Information on public transport to Hendon can be found here:

<http://www.mdx.ac.uk/aboutus/Location/hendon/directions/index.aspx>

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.

**Flexible working applications will be considered.**

**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 Jennifer Manley on (020) 8411 4108.