

<b>SECTION A: THE ROLE</b>	
<b>Job Title:</b>	Service Administrator
<b>Institute/Service:</b>	Student Services
<b>Job Grade:</b>	Grade 05
<b>Job Family:</b>	Services
<b>Job Location:</b>	Lancaster or Carlisle
<b>Responsible To:</b>	Director of Student Services
<b>Role Purpose:</b>	
<p>To support the Director of Student Services and the wider Student Services Management Team in all aspects of their work by providing a high quality, professional, effective and efficient operational and administrative support service on a range of internal and external tasks, programmes and projects.</p> <p>To support the Director and wider management team, on specific Student Services projects throughout the academic year. This may include supporting the co-ordination of Welcome and Induction activities and other cyclical events.</p> <p>To act proactively on behalf of the Director on tasks, programmes and projects, gathering information, undertaking enquiries, and using initiative to take action and make decisions within agreed limits of responsibility.</p> <p>The Service Administrator is an important role assisting in the provision of professional services for the University. A high priority is given to the creation of effective working relationships between the post holder and other contacts in the University as appropriate.</p> <p>The post holder will demonstrate professionalism, technical competence, good interpersonal and networking skills and the ability to work independently as well as within a team. The post holder will at all times operate within established University regulations and procedures. They will need an understanding of, and commitment to, the success of a large, complex University.</p>	

<b>SECTION B: PRINCIPAL DUTIES/KEY OBJECTIVES</b>	
<b>1.</b>	<p><b>Administrative and Logistical Support.</b></p> <ul style="list-style-type: none"> <li>• Provision of efficient and organised diary management support for the Director.</li> <li>• Organise meetings/conference calls (including regular and ad hoc group meetings), screening requests for meetings.</li> <li>• Maintenance of key supporting contacts and information systems.</li> <li>• Managing travel arrangements and expenses on behalf of the Director and wider management team as required.</li> <li>• Oversee specific activities and processes in support of service provision.</li> </ul>
<b>2.</b>	<p><b>Working Groups, Projects, Committees and Events</b></p> <ul style="list-style-type: none"> <li>• Organising, administering and minuting events and meetings, including co-ordinating the associated arrangements to ensure they are administered efficiently.</li> </ul>

	<ul style="list-style-type: none"> <li>• Coordination of actions from meetings and project/working groups, ensuring follow up actions are taken within agreed timescales</li> <li>• Contribute to projects within the Service, to support the achievement of the project's objectives.</li> <li>•</li> </ul>
3.	<p><b>Service Delivery</b></p> <ul style="list-style-type: none"> <li>• Acting as a point of contact for information and guidance to staff, students, external stakeholders and contacts at all levels to assist with the efficient working and administration of Student Services.</li> <li>• Liaising with key contacts in the wider University as required to support own workload and co-ordinate events, meetings and communication on behalf of the management team.</li> <li>• Working within the team to develop and implement effective administration systems to support delivery of Student Services.</li> <li>• Prioritise own work within a general plan or schedule to meet deadlines and appropriate standards and assist line management in planning for future work.</li> <li>• Implement changes to service provision as requested by line management, using discretion and initiative to ensure the service can continue to meet agreed quality standards, guidelines, and procedures</li> </ul>
4.	<p><b>Research, Analysis and Documentation</b></p> <ul style="list-style-type: none"> <li>• Drafting and creation of correspondence, documents, agendas, papers presentations and reports across a range of different formats, based on a general brief.</li> <li>• Analysing, understanding and communicating information from a wide range of sources, to identify any potential issues and implications for executive meetings, arrangements or administration. Recommending solutions or referring upwards as appropriate.</li> <li>• Maintain and/or work with relevant information and documentation, manual and electronic records, databases, computerised information systems and generate reports as required</li> </ul>

**Additional Information:**

You may on occasions and in line with operational needs:

- Be required to work different hours including at weekends/evenings;
- Be required to travel to other campuses and sites as necessary.

In addition to the duties listed here, you will be required to perform other duties which are assigned from time to time. However, such other duties will be reasonable in relation to the grade.

It is the University's intention that this role description is seen as a guide to the major areas and duties for which the post holder is accountable. However, the business will change and the post holder's obligations will vary and develop. The description should be seen as a guide and not as a permanent, definitive and exhaustive statement.

**Our Values:**

At the University of Cumbria, our values shape the way we work, our culture and environment.

*We are PERSONAL*

Individuals are at the heart of what we do, and our culture of belonging recognises and supports every person. As an institution, we have mutual respect for those we work with and for and we care about understanding each other's challenges and helping one another to thrive.

*We are PROGRESSIVE*

As a university we have a determination to deliver our mission, which keeps us open to opportunities in front of us. We encourage thoughtful and inspirational ideas, and we tackle problems proactively, with optimism, creativity and courage.

*We are ENGAGED*

As stewards of knowledge and place, it is our privilege to champion the region and advocate for the value of education. The University of Cumbria is welcoming to different perspectives, expertise and experiences and we are committed to building and nurturing strong links with our communities.

**Providing an Inclusive Environment:**

The University of Cumbria is committed to providing an inclusive environment, where staff, students and visitors are encouraged to be their true self, in order to enhance the individual and collective experience. As a university community, we share the social responsibility of enabling this inclusive environment by valuing, respecting and celebrating differences, to ensure that we generate a sense of understanding and belonging.

The university recognises that our differences are our strength, seeking and valuing different perspectives and ideas, in an environment that is without prejudice and bias.

We are committed to embracing our responsibility as a facilitator of change and continue to develop our equality agenda in line with and, where appropriate, beyond the Equality Act 2010. We do not tolerate discrimination, bullying or harassment in any form on the grounds of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, or sexual orientation.

**Health & Safety Statement**

All employees at the University of Cumbria are required to ensure that all duties and responsibilities are discharged in accordance with the University's Health and Safety at Work policy. They should take reasonable care for their own health and safety and that of others who may be affected by what they do or do not do. Employees should correctly use work items provided by the University, including personal protective equipment in accordance with training or instructions.

<b>Criteria for Grade 5</b> <b>Role Title: Service Administrator</b>	<b>Essential/ Desirable</b>	<b>To be identified by:</b>
<p><b>Qualifications</b> Educated to RQF Level 3 (A Level, Scottish Higher or equivalent) or equivalent experience.</p>	Essential	Application Form
<p><b>Experience</b> Previous experience in a relevant role dealing with information management systems and understanding of the relevant terminology.</p> <p>Experience of working in higher education and awareness of wider University, HE issues and external changes such as innovations, changes in legislation/regulation which impact on the job.</p>	Essential  Desirable	Supporting Statement/ Interview  Application Form/Interview
<p><b>Knowledge, skills and abilities</b> Skills and knowledge to provide advice and support (e.g. to an administrative process) interpret requirements and produce appropriate solutions based on a general brief and be able to create standard and more complicated documents or materials for others.</p> <p>Awareness of project management techniques to effectively plan and organise short-term activities and events.</p> <p>Analytical and problem-solving ability to understand and interpret information and make recommendations.</p> <p>Ability to be tactful and diplomatic when required, as a front-line service provider, to deal with confidential and sensitive situations.</p> <p>Knowledge of relevant IT packages, information systems and procedures, ability to adapt/transfer skills to use new technology, development and maintenance of websites, e.g. Office 365.</p> <p>Professional approach to work and work colleagues and an ability to work independently and show initiative.</p> <p>Excellent organisational, communication, interpersonal, networking and time management skills.</p>	Essential  Essential  Essential  Essential  Essential  Essential	Application form/ Interview  Application form/ Interview  Application form/ Interview  Application form/Interview  Interview  Application form/Interview  Application form/Interview
<p><b>Other</b> Commitment to the <a href="#">Strategic Plan</a> of the University especially in relation to equality of opportunity at work and a healthy and safe working environment.</p>	Essential	Interview