



UNIVERSITY OF PLYMOUTH

Role:	Administrator (Programmes)
Grade:	4
Reports to:	Senior Administrator (Programmes)
Direct responsibility for:	Assistant Administrator

Role Summary:

Under the direction of the Senior Administrator Programmes and as a member of the team, the role holder will contribute to the delivery of a customer focused, cost effective and efficient administrative support service in the Faculty of Science and Engineering Faculty Office.

The role provides support in all aspects of taught programme administration. Through their activities, each individual contributes to a positive student experience, supporting students throughout their journey, from enquiry to alumni, providing a culture that engages students as genuine partners with Plymouth University.

Flexible and adaptable in a changing environment, the role holder may be assigned to other areas of the University to meet the needs of the service; this will in turn provide developmental opportunities in which to broaden their experience.

Key Accountabilities:

- Contributes to the delivery of an effective and flexible administrative, front-line information and reception service, offering support, training and guidance to team members as appropriate.
- Produces a range of standard documents in an accurate and timely manner.
- Uses a variety of systems to accurately collate, input, investigate and maintain data.
- Organises meetings, visits and events, coordinating calendars, paperwork, facilities and associated arrangements so that activities run smoothly.
- Processes and issues information, correspondence and documentation in line with service needs.
- Interfaces with customers, partners and stakeholders, provides advice, communicates changes and responds to enquiries and requests in an effective and timely manner.
- Prioritise and make task related decisions within designated activities.

This job description provides a general reflection of the key accountabilities associated with the post, it is expected that the role holder will undertake any other reasonable activities to assist in efficient service delivery

- Contributes to teamwork planning to meet the changing needs of the service
- Collaborates with team members and peers across the University to exchange knowledge and achieve joint projects and objectives
- All activities undertaken within this role will be compliant with the University's policies, including Health & Safety, Equality and Diversity, Ethics, Data Protection etc.

Measures of Success:

- Successful delivery of key priorities and objectives agreed as part of the University's Performance Development Review.
- Compliance with University deadlines.
- Student satisfaction levels.

Knowledge, Education & Training:

Essential:

- Numeracy and literacy at secondary education level (or equivalent demonstrable experience).
- Educational attainment at further education level (or demonstrable equivalent experience).
- Good working knowledge/training of Microsoft Word/Excel/Outlook/PowerPoint and databases.

Experience:

Essential:

- Working in a customer service environment.
- Office administration.
- Working as part of a team.

Desirable:

- Working in an academic and student support environment.
- Experience of the SITS Student Record System and Agresso Finance system.

Skills:

- Effective verbal and written communication skills.
- Customer service.
- Ability to work effectively as part of a team.

Desirable:

- Data reporting.

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University of Plymouth Behaviours:

- Demonstrates self-leadership
- Develops self and others to deliver
- Leads and operates in times of change and ambiguity
- Builds and secures value from relationships
- Drives innovation and action
- Creates and contributes to a shared vision
- Uses sound business judgement

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