



JOB DESCRIPTION

Job Title:	Faculty Administrator
Faculty:	Faculty of Arts, Business, Law, Education and Theology
Reports To:	School Administration Manager
Responsible for:	No direct reports
Grade:	F
Hours:	Part-time 0.8 FTE, 28.8 hours per week
Term:	Permanent

Overview

As the University builds on its proud heritage, we are looking for exceptional people to help shape our future. We provide a high-quality professional environment, inspired by our distinctive ethos and Catholic mission and values. Our values of excellence, generosity of spirit, inclusiveness and respect inspire us to create an academic community in which everybody is welcomed and which puts the student at the centre of all our endeavors.

With over 6,000 students the University makes significant contributions to its local community and the wider society, empowering its staff and students to have a positive impact on the world. The University's academic portfolio embraces Business, Management and Law, Psychology and Social Science, Allied Health and Sport, Teacher Education, Computing and Tech, Theology and the Liberal and Creative Arts, and Medicine (MBBS).

St Mary's is committed to providing our students with a transformational experience. The University's [Vision 2030](#) outlines our approach and guides our supporting strategies, operating plans, and team and individual targets for achieving this. This includes extending our impact through growth to ensure future sustainability. We are focused on delivering outstanding teaching and pastoral support to our student population, as well as expanding and internationalising our academic portfolio of programmes. As we continue to expand our reach, our shared goals and values underpin a flourishing network of trusted partners, both at home and overseas, enabling us to promote our global profile and reach diverse communities.

Introduction

At St Mary's University our students and staff are at the heart of everything we do. Our vision is to provide a transformational experience for our students in a community that reflects our core values of generosity of spirit, inclusiveness, respect and excellence. Our staff play a key role in supporting our students to succeed. We are committed to developing our staff within an open and inclusive community that seeks to engage all staff in their own development, supports their wellbeing and provides opportunities for positively influencing the University's development. Faculty administrators work closely with academic staff within their Faculty Administration team, as well as professional services colleagues across the University, to support the delivery of an excellent student experience.

Role Purpose

Faculty administrators work as members of a flexible and responsive team to provide high-quality programme and Faculty administration. They work collaboratively with academic staff and professional services staff across central and Faculty-based teams to support the efficient delivery of core activities in the student lifecycle, including student recruitment, enrolment, engagement, monitoring and assessment. In addition, Faculty administrators provide administrative support to the delivery of Faculty-specific activities, which may include servicing meetings, organising events, and liaising with external organisations and individuals. The scope and range of activities supported by Faculty administrators is subject to change as the University grows and develops. Faculty administrators play a key role in providing academic staff with a responsive and agile support service.

Main Duties and Responsibilities:

- Working collaboratively with team members, to deliver the day-to-day Faculty Administration service, providing high level administrative support to staff and students, ensuring effective and efficient service delivery.
- Provide excellent customer service to internal and external users of the Faculty Administration service.
- Respond to student and staff enquiries and issues promptly and in line with Faculty and University policies. This includes taking initiative to find appropriate answers and solutions, and exercising judgement to refer matters to managers for guidance and/or resolution, where needed.
- Ensure that all IT systems used by Faculty Administration are kept up-to-date, undertaking timely, comprehensive and accurate data input, and monitoring data accuracy, using standard and bespoke reports.
- Deal with documentation of a highly sensitive and confidential nature, maintaining discretion and complying with data protection legislation at all times.
- Participate as a flexible, proactive members of the whole Faculty Administration team, providing assistance where required to ensure the smooth running of the service at all times.
- Handle invoices, raise purchase orders and process payments, seeking authorisation as required, in order to maintain accurate financial records.

Programme administration

- Liaise with the Heads of School, Subject Leads, Course Leads and other academic staff members on day-to-day matters relating to the running of programmes.
- Develop and maintain in-depth knowledge of university academic regulations, policies and procedures governing programme validation and delivery, and the student academic journey from enrolment through assessment and progression to successful completion.
- Develop and maintain expertise in SITS student records functionality that supports the delivery of programmes and student journey, including programme structures, module enrolment and assessment.
- Provide professional support to academic staff in the preparation of documentation for programme (re)validation and module validation/modification, including liaising with external stakeholders to secure their input, where needed.
- Liaise with academic staff and the central Quality and Standards team to ensure that accurate programme and module records and documentation are maintained. This includes taking a proactive approach to resolving any questions or issues arising from student lifecycle processes that depend on accurate programme records.
- Create and maintain accurate records to support academic and pastoral support to students, including assigning personal tutors and maintaining records of staff changes. Working together with programme teams, track and monitor the progress of students throughout the year; where needed, prepare and send communications to students about their attendance and/or engagement with studies/assessments.
- Service programme examination boards, including co-ordination of marks entry, processing extenuating circumstances claims, preparation of comprehensive documentation for scrutiny, liaison with External Examiners, resolution of issues collaboratively with the central

Exams Office, advising academic staff on regulations, and accurate recording and actioning decisions. Communicate with students about compensation regulations and re-assessment requirements.

- Liaise with staff at external partner organisations about relevant aspects of programme administration, including enrolment, marks entry, regulations relating to assessment, and use of St Mary's VLE and student records systems.
- Support the induction and training of new academic staff in the Faculty, including new Course Leads, on student and programme administration processes.

Faculty duties

- Provide a high quality, professional service in respect of Faculty or School-specific duties assigned by your line manager. Such duties will be wide-ranging and subject to change. Examples include:
 - liaison with external contacts at Professional and Statutory Bodies in respect to accreditation;
 - organising and running ad hoc or regular conferences and events;
 - preparing a high volume of academic references for students.

General duties

- Provide committee secretariat support to School and Faculty-based meetings, such as Student and Staff Forums, programme team meetings, and ad hoc working groups. This includes agenda preparation, taking notes, drafting minutes and action logs, and taking follow-up action.
- Support academic and professional services colleagues with student recruitment activities, including preparation of literature (hard copy and digital), maintaining a social media presence within University guidelines, and organising and attending on site recruitment events.
- Support staff recruitment activity in the Faculty, such as arranging interview and presentation panels, meeting applicants, and taking copies of documents required for HR purposes.
- Carry out general administrative tasks as required in the support of the work of the Faculty or School, as directed by the Faculty Manager or School Administration Manager.

Personal responsibilities

- Model the University's core values, ensuring these are embedded in the ethos and activities of the Faculty administration team.
- Promote equality, diversity, inclusion and wellbeing for staff and students.

PERSON SPECIFICATION

Selection Criteria	Essential (E) Desirable (D)
Knowledge and Qualifications	
Educated to 'A' level standard or equivalent experience.	E
Educated to Degree Level.	D
Experience of working in an office administrative role.	E
Experience of dealing with students and/or the public.	E
Experience of working in Higher Education.	D
Experience of minute taking.	D
Knowledge and competency in the use of Microsoft Office applications Outlook, Excel, Word, Teams, and Zoom	E
Knowledge and competency in the use of SITS/Moodle/VLE or other complex work-related databases.	E
Knowledge and understanding of the GDPR Regulations.	E
Skills and Abilities	
Excellent written and oral communication skills, including the ability to prepare correspondence using correct grammar and accurate spelling.	E
Accuracy and good attention to detail.	E
Good organisation skills, and the ability to work under pressure to meet deadlines with accurate work.	E
Ability to manage own workload, prioritising effectively.	E
Demonstrable ability to work flexibly as a member of a team.	E
Ability to deal with a wide range of people, remaining calm and diplomatic at all times.	E
Flexibility, ability to learn quickly and adapt to new situations.	E
Ability to support students and staff in a professional, efficient, and productive way.	E
Proven ability to use initiative appropriate to resolve work-related issues appropriately.	E

St Mary's University reserves the right to change and amend this job description/person specification in accordance with the changing requirements