JOB DESCRIPTION

JOB TITLE: Academic Support Administrator

FACULTY/DEPARTMENT: Faculty of Arts and Social Sciences

LOCATION: Walsall Campus

JOB NUMBER: UW4

DATE: September 2019

REPORTS TO: Academic Support Co-ordinator

DIRECT REPORTS: N/A

CONTEXT

The Academic Support Team provide comprehensive support to students and staff and provide high quality administration services.

CONTACTS

Internal:
- Administrative staff within the Faculty
- Students
- Dean of Faculty & Senior Management Team
- Academic Staff
- Staff from other Faculties and Central Services

External:
- Applicants/enquirers
- Parents
- Employers
- Partners & business contacts
- External Examiners
- PSRBs
- External agencies

BUDGETARY RESPONSIBILITY

None

JOB PURPOSE

Provide a high level of administrative support for staff and students
Service courses/programmes, committees, meetings and events
Provide an excellent level of customer service

MAIN DUTIES AND RESPONSIBILITIES

1. Provision of high quality and timely administration services and course/programme support

2. A friendly and professional first point of contact for the department

3. Providing accurate information to academic staff and students, knowing when to refer to academic staff or appropriate University services

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HR.Recruitment@wlv.ac.uk Please note that this is a secure and confidential mailbox with restricted access.
## JOB DESCRIPTION

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<tr>
<td>4</td>
<td>Maintaining accurate and up-to-date records on e:vision, producing reports as required</td>
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<td>5</td>
<td>Organisation, co-ordination and servicing of committees, meetings and events and to ensure that outcomes are appropriately communicated and actions are followed through</td>
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<td>Co-ordinating staff travel arrangements, including completion of appropriate risk assessments, financial approvals and attendance procedures</td>
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<td>Meeting the requirements and deadlines for external processes such as External Examiners and PSRB activity</td>
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<td>8</td>
<td>Supporting the preparation and publication of accurate and current information for students relating to their programmes of study</td>
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<td>Compliance with University procedures and regulations</td>
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## OTHER FEATURES OF POST

All members of the Faculty administration team will be expected to
- Contribute to the team approach to administration in the Faculty
- Make a positive and active contribution to regular team meetings, service and process reviews, and other Faculty initiatives and developments as required
- Work collaboratively and proactively with colleagues in other University Departments
- Participate as required in student induction and enrolment; Open Days; Clearing; Congregation
- Promote equality and diversity in all activities and behaviours
- Undertake active personal professional development

This job description sets out the duties of the post at the time that it was drawn up. Such duties may vary from time to time without changing the general character of the duties or the level of responsibility entailed.

## DATA PROTECTION ACT (1998)

The role holder will be familiar with the above legislation and will, at all times, be mindful of his/her responsibilities under the above Act. Attention is specifically drawn to the need for confidentiality in handling personal data and the implications of unauthorised disclosure.

## COMPUTER MISUSE ACT (1990)

The role holder will need to have regard for the provision of the above Act and in particular take such steps as may be necessary to prevent unauthorised access to computer material (Section 1) and the unauthorised modification of computer material (Section 3).

## HEALTH & SAFETY

The role holder may be expected to undertake emergency first aid training. The role

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**JOB DESCRIPTION**  
**HR034: PERSON SPECIFICATION**

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<tr>
<th>ATTRIBUTE</th>
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<tr>
<td>Standard of general education</td>
<td>A Levels or equivalent qualifications</td>
<td>IT Qualification or equivalent experience</td>
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<td>Academic qualifications</td>
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<td>Degree or equivalent relevant experience</td>
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<td>Professional qualifications</td>
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<td>Customer Service or Business Administration qualification</td>
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<td>General skills/experience</td>
<td>Demonstrable administration experience</td>
<td>Experience working in UK Higher Education</td>
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<td>Proficient in use of office technology including word processing, databases, spreadsheets, email and the internet</td>
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<td>Excellent standard of literacy and numeracy</td>
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<td>Experience using SITS and e:vision, or similar student management systems</td>
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<td>Specific knowledge and skills</td>
<td>Experience dealing with confidential information with discretion</td>
<td>Awareness of current issues in Higher Education</td>
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<td>Experience planning, organising and taking minutes of meetings</td>
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<td>Experience of event organisation</td>
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<td>Experience of communicating with staff, students and external customers</td>
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<td>Personal attributes required for effective performance in role</td>
<td>Proactive and professional approach</td>
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<td>Excellent communication and interpersonal skills</td>
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<td>Demonstrate the ability to collaboratively work as a team and individually using initiative. Demonstrate the ability to work to deadlines and under pressure.</td>
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**Issued by:** Faculty of Arts and Social Sciences  
**Date of Issue:** September 2019