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**Professional Services**

**Department of Student & Academic Administration**

**Senior Administrator (External Returns)**

**ZZ005552**

**Information for Candidates**

**THE POST**

Please see the attached job description and person specification.

**TERMS OF APPOINTMENT**

Full-time

Permanent

Salary is in the range £28,762 - £31,411 per annum and progress to the top of the scale is by annual increments payable on 1st April each year. Salary is paid into a bank or building society monthly in arrears.

The full-time standard University hours are 37 per week which are normally from 8.30 a.m. to 5.15 p.m. Monday to Thursday and 8.30 a.m. to 4.15 p.m. Friday with one hour and ten minutes for lunch. Specific times may vary according to the Department concerned. If the position is part-time, the hours and days worked will either be as stated in the advert or discussed at interview/appointment. Overtime is not normally payable but time off in lieu may be given.

Annual leave entitlement is 32 working days in a full leave year. If you work less than 37 hours per week, your leave will be calculated on a pro-rata basis. The leave year commences on 1 October and staff starting and leaving during that period accrue leave on a pro-rata basis. In addition, the University is normally closed from Christmas Eve until New Year’s Day inclusive and on bank holidays.

The Appointee will be entitled to join the Local Government Pension Scheme. The scheme's provisions include an index-linked pension with an option to exchange some pension for a lump sum on retirement together with dependants’ benefits. Contributions by the employee are subject to tax relief.

There is a probationary period of six months during which new staff are expected to demonstrate their suitability for the post.

There is a comprehensive sickness and maternity benefits scheme.

**All interview applicants will be required to bring their passport or full birth certificate and any other 'Right to Work' information to interview where it will be copied and verified.** The successful applicant will not be able to start work until their right to work documentation has been verified.

Please note if you are the successful candidate once the verbal offer of employment has been made and accepted, references will be immediately requested. It is the University’s policy that all employment covering the past three years is referenced. A minimum of two references is required to cover this three-year period of employment or study (where there has been no employment). One of your referees must be your current or most recent employer.

The successful candidate will need to bring documentary evidence of their qualifications to Human Resources on taking up their appointment.

If the position has a requirement for Disclosure and Barring Service check (DBS) or Non-Police Personnel Vetting (NPPV), this will be stated in the advert. Further information will be provided once the selection process has been completed.

All applications must be submitted by 23:59 (UK time) on the closing date published.

For information on how to find our campus and the navigation of buildings (including accessibility), please see <https://www.accessable.co.uk/university-of-portsmouth> (click on the Access Guides tab at the top of the page, and then click on "view all access guides".



**UNIVERSITY OF PORTSMOUTH – RECRUITMENT PAPERWORK**

1. **JOB DESCRIPTION**

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| **Job Title:** | Senior Administrator (External Returns) |
| **Grade:** | 5 |
| **Faculty/Centre:** | Professional Services |
| **Department/Service:**  **Location:** | Department of Student & Academic Administration  Mercantile House |
| **Position Reference No:** | ZZ005552 |
| **Responsible to:** | Student and Academic Administration Manager (External Returns) |
| **Responsible for:** | N/A |
| **Effective date of job description:** | August 2022 |

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| **Context of Job:** |
| The Department of Student & Academic Administration (DSAA) provides a comprehensive and high quality administrative service to applicants, students, colleagues and external stakeholders on behalf of the University of Portsmouth. We guide our students through application, registration, timetables, student fees, assessments, regulations, complaints, disciplinary matters, graduation and parchment production, delivering expert advice, support and customer service throughout the student journey  We also operate the functions associated with academic standards, quality and partnerships, business intelligence and external returns, in close liaison with all colleagues including academics and external stakeholders. |

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| **Purpose of Job:** |
| To work with the Student and Academic Administration Manager (External Returns) and Lead Administrator on the successful collation, submission and completion of the University’s student related statutory returns.  To be responsible for and contribute to the recording, analysis, review, improvement and presentation of the relevant business processes associated with student related External Returns, as required by business needs and/or senior DSAA and University staff. |

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| **Specific duties:** |
| 1. Working with colleagues, contributing to the production, validation, and submission of allocated student related returns.  2. With an understanding of the consequences of inaccurate data, to ensure a high standard of accuracy in the University’s returns  3. Working under the direction of the Student and Academic Administration Manager (External Returns) and the Lead Administrator (External Returns), participate in the process of data validation and verification with other colleagues through the regular identification, analysis and correction of records in error to ensure valid and accurate data.  4. Develop and maintain a sound working knowledge of relevant internal business processes and external statutory reporting requirements to inform any possible changes to those areas.  5. Contribute to the maintenance of internal and external documentation to support the work of the External Returns and Data Standards area.  6. Provide administrative support to the external returns activities, which includes projects, committees and meetings |

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| **Competencies:** |
| * To demonstrate an in-depth working knowledge of, apply, and contribute towards developing DSAA regulations, business process, systems and procedures providing expert advice and support to staff, students and external stakeholders. To ensure knowledge remains accurate and up to date. * To maintain and monitor accurate records in the relevant systems and to ensure compliance with the data validation process. To produce bespoke reports as and when required. To ensure that no inaccurate data impacts on business needs. To check and coordinate the work of others. To arrange and attend meetings/ committees, producing accurate notes / minutes and maintaining confidentiality throughout. * To liaise and network with colleagues throughout the University and with external stakeholders in fulfilling the purpose of the role, and to ensure effective working relations. The dissemination of information in the right format to the right people at the right time, maintaining good working relationships to facilitate future exchange of information, ensuring an effective service by the team. * To create plans to effectively manage own workload and monitor that of the team, prioritising tasks to meet personal and team objectives, and ensuring that expected timeframes and standards connected to the team are met. To assist with the development of others within the team, to be able to train and coach others at an expert level. * To resolveproblems and difficulties that occur in providing the required service, apply sound judgement and if necessary, to escalate any problems/issues as appropriate. Assess situations quickly and effectively. To take responsibility for the team in the absence of senior staff. * To participate in, coordinate and organise events associated with student and academic administration and with other functions associated with schools /departments, faculties, DSAA and any other relevant professional service. This could include but is not limited to, organising open days, confirmation and clearing, site visits, graduation, conferences and shows. * To work with all sections of the DSAA in order to respond to process changes, service priorities and demands, and to ensure cross –working and collaboration. * To comply with the University's Health and Safety Policy and pay due care to own safety and the safety of others. Report all accidents, near misses, risks and unsafe circumstances to line management. * Support the University’s commitment to equality, diversity, respect and dignity, creating an environment in which individuals will be treated on the basis of their merits, abilities and potential, regardless of gender, racial or national origin, disability, religion or belief, sexual orientation, age or family circumstances. * To develop and manage self, participate and undertake PDR discussions, and understand the context of the role and the contribution it makes to the DSAA and University. * Any other duties commensurate with grade of the job |

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| **Working Relationships:** |
| 1. Students / applicants and their representatives 2. Student and Academic Administrators and staff 3. Academic and Faculty colleagues 4. Staff in other UoP central services 5. External bodies and Collaborative Partners 6. Student and Academic Administration Manager |

1. **PERSON SPECIFICATION**

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| **No** | **Attributes** | **Rating** | **Source** |
| **1.** | **Specific Knowledge & Experience** |  |  |
|  | Recent experience of delivering a high level of customer service | E | AF, S |
|  | Recent administrative experience in an office environment | E | AF, S |
|  | Excellent knowledge of administrative practice and procedures encompassing diverse activity | E | AF, S |
|  | Experience of producing bespoke reports from Management Information Systems (for example a Student Records System (SITS) and maintaining accurate and quality data. | D | AF, S |
|  | Experience of using a variety of online platforms (for example Moodle, Google+ Community and social media) | E | AF, S |
|  | Experience of effectively managing own workload and monitoring that of the team. | D | AF, S |
|  | An understanding of University of Portsmouth regulations, processes and procedures. | D | AF, S |
|  | Experience of at least one annual business cycle of applicant or student administration gained from working in a UK HEI | D | AF, S |
|  | Experience of maintaining and monitoring records in relevant systems and distribution of information | D | AF, S |
|  | Knowledge of the current factors impacting/ influencing priorities in Higher Education | D | AF, S |
|  | Experience of minute taking and agenda preparation | E | AF, S |
|  | Experience of finance administration | D | AF, S |
|  | Understanding of HE Quality Assurance processes | D | AF, S |
|  | Other requirements as outlined in the Job Specific Annex | E | AF, S |
| **2.** | **Skills & Abilities** |  |  |
|  | High level of computer literacy | E | AF, S |
|  | Ability to manage own workload and monitor that of the team | E | AF, S |
|  | Excellent written and verbal communication skills |  |  |
|  | Excellent organisational skills, able to work accurately and diligently. Ability to demonstrate an in-depth knowledge of processes and procedures | E | AF, S |
|  | Ability to develop and maintain effective communication links and working relationships with internal and external partners and stakeholders | E | AF, S |
|  | Able to operate with tact and discretion, maintaining confidentiality with an understanding of GDPR | E | AF, S |
|  | Ability to find solutions to problems consistent with operating guidelines and regulations. | E | AF, S |
|  | Ability to work independently and as part of a team | E | AF, S |
|  | Ability to produce bespoke reports | E | AF, S |
| **3.** | **Qualifications, Education & Training** |  |  |
|  | Educated to GCSE level, including Maths and English | E | AF |
|  | Educated to A- level or equivalent experience | E | AF |
|  | Educated to Degree level or equivalent experience | D | AF |
|  | Management or professional administrative qualification | D | AF |
| **4.** | **Other Requirements** |  |  |
|  | Ability to deal diplomatically and sensitively with difficult situations | E | AF, S |
|  | Adaptable and self-motivated | E | AF, S |
|  | Ability to plan and anticipate events | E | AF, S |
|  | Willingness to work outside normal hours on occasion, in particular supporting key University events | E | AF, S |
|  | Willingness to undertake further training and development activities | E | AF, S |
|  | Commitment to the aims and values of the University | E | AF, S |
|  | To understand the political context of the role and the contribution it makes to the University | D | AF, S |
|  | Committed to continuous improvement | D | AF, S |

**Legend**

Rating of attribute: E = Essential; D = Desirable

Source of evidence: AF = Application Form; S = Selection Programme (Including Interview, Test, Presentation)

**JOB HAZARD IDENTIFICATION FORM**

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| **Please tick box(s) if any of the below are likely to be encountered in this role. This is in order to identify potential job related hazards and minimise associated health effects as far as possible. Please use the** [Job Hazard Information](http://www.port.ac.uk/departments/services/humanresources/recruitmentandselection/informationforrecruiters/essentialinformationandformsforrecruiters/) **document in order to do this.** | | | |
| 1. International travel/Fieldwork |  | 13. Substances to which COSHH regulations apply (including microorganisms, animal allergens, wood dust, chemicals, skin sensitizers and irritants, welding fume) |  |
| 2. Manual Handling (of loads/people) |  | 14. Working at height |  |
| 3. Human tissue/body fluids (e.g. Healthcare settings, First Aiders, Nursery workers, Laboratory workers) |  | 15. Working with sewage, drains, river or canal water |  |
| 4. Genetically modified Organisms |  | 16. Confined spaces |  |
| 5. Noise > 80 DbA |  | 17. Vibrating tools |  |
| 6. Night Working  (between 2200 hrs and 0600 hrs) |  | 18. Diving |  |
| 7. Display screen equipment | x | 19. Compressed gases |  |
| 8. Repetitive tasks (e.g. pipette use, etc) |  | 20. Small print/colour coding |  |
| 9. Ionising radiation/non-ionising radiation/lasers/UV radiation | | 21. Soil/bio-aerosols |  |
| 10. Asbestos and/or lead | | 22. Nanomaterials | |
| 11. Driving on University business:  mini-bus (over 9 seats), van, bus, forklift truck, drones only) | | 23. Workplace stressors (e.g. workload, relationships, job role, etc.) | |
| 12. Food handling | | 24. Other (please specify) | |

**Completed by Line Manager/Supervisor:**

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| **Name** | S Wiggins |
| **Date** | August 2022 |
| **Extension number** | 3282 |

Managers should use this form and the information contained in it during induction of new staff to identify any training needs or requirement for referral to Occupational Health (OH).

Should any of this associated information be unavailable please contact OH (Tel: 023 9284 3187) so that appropriate advice can be given.