

RECRUITMENT PACK

This document includes the following information:

- Job Description
 - Person Specification
 - Additional information
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Making an application:

When completing the on-line application form you will be asked to answer questions to help you demonstrate how you meet the requirements of the post. Your answers will be used at the shortlisting and interview stages of the recruitment process. We therefore recommend that you take a copy of this recruitment pack to help with your preparation.

NOTE: You don't have to answer the questions in one attempt, but can save your incomplete application and return to it at another time. You may want to draft your answers using Microsoft Word and then copy your text into the application form. Please be aware that formatting (e.g. underline, bold, bulleting) will be lost in this process. If you are using an Apple product you will need to use an alternative web browser to Safari such as Google Chrome.

- Links to Guidance Notes and Frequently Asked Questions can be found on the Search Results page. These pages will open in a new window.
- **We recommend that you take a copy of this recruitment pack to help with your preparation.**

A commitment to sustaining an inclusive and diverse community is one of the University's Core Values and we are keen to address any imbalances in our workforce.

The University of Essex is proud to be part of the Disability Confident scheme and is committed to supporting diversity and equality, representative of our inclusive community. As part of our commitment to this scheme any candidate who has a disability and meets all the essential criteria for the role will be offered an interview. We also work in partnership with national disability organisation [DisabledGo](#) who provide detailed online access guides to many of our campus buildings and facilities which you may find useful.

Please note: We are only accepting on-line applications for this post. However, if you have a disability that makes it difficult for you to provide us with information in this way, please contact the Resourcing Team (01206 876559) for help.

Closing Date: 12 March 2019

Interviews are planned for: TBC



JOB DESCRIPTION – Job ref REQ02414

Job Title and Grade:	Academic and Operations Administrator (Loughton) Grade 5
Contract:	Permanent, Part-time
Hours:	28.8 hours per week (0.8FTE)
Salary:	£22,017 - £25,483 per annum, pro rata
Department/Section:	East 15 Acting School
Responsible to:	Academic Administrator
Reports on a day to day basis to:	Academic Administrator
Purpose of job:	The Academic and Operations Administrator is responsible for providing high quality professional support services to academic staff. The post-holder will work in accordance with the Department's services delivery model, and its principles, values and behaviors. The post-holder will be expected to demonstrate a wide range of knowledge and expertise and to provide appropriate and helpful information, advice to students and staff. The post-holder will also be expected to take responsibility for specific initiatives or projects, to provide administration services in relation to courses, modules, assessment and student records, and support the work of the professional services team and academic staff as a whole. The post-holder will contribute to effective communication and engagement within a culture of strong partnership working with academic staff. The role will also contribute to a culture of excellence in service delivery, sharing of best practice and continuous improvement.

Duties of the Post:

The main duties of the post will include:

1. To provide excellent administrative support services, advice and assistance to students, staff and visitors, and high quality professional support to the Academic Administrator, with the aim of creating high value interactions at all times in accordance with University and School policies and procedures.
2. To provide information and advice in response to queries around absence tracking, the Professional Code of Conduct (PCC) module choices; registration issues, systems queries, FASER and Moodle; extenuating circumstances; late submission, funding and results related questions.
3. To manage processes such as change of course, withdrawal, intermission, late submission of coursework, and extenuating circumstances.
4. To collate and process data on registrations, student attendance, failures to comply with the PCC, and non-submission of coursework, and to monitor student absence and progress in accordance with the School procedures (including any overseas module choices in relation to insurance and Tier 4 compliance).
5. To prepare the paperwork for departmental attendance meetings and referrals to the Dean and Faculty Progress Committees. To proactively identify and follow-up with students who require support, in consultation with the Academic Administrator, Student Service Hub, Heads of Course/Skills and Personal

- Tutors, and to refer complex progress cases according to established School procedures.
6. To process the submission of module marks and feedback.
 7. Manage routine requests such as provision of Tier 4 attendance information, change of course and eNROL approval.
 8. Assist the Academic Administrator to ensure the annual update of course and module information through assisting with updates to Module Directory entries and assessment information on COR and FASER.
 9. Lead on the maintenance of general student information pages on Moodle.
 10. To identify potential improvements to academic support services and to contribute to process reviews with the aim of increasing administrative effectiveness and efficiency.
 11. To keep a central record of coursework details and deadlines up to date.
 12. To support the administration of the Examination Boards and Resit Boards, in particular preparation of exam grids and documentation supplied in relation to extenuating circumstances, ensuring relevant deadlines are met.
 13. Alongside the Academic Administrator, manage all aspects of coursework processing including collection, accurate inputting and checking of marks and grids comments.
 14. To prepare paperwork, organise and service academic committees (such as Extenuating Circumstances, virtual boards etc.), Student Staff Liaison Committee and other departmental committees as required.
 15. To ensure that all courses have an assigned External Examiner, acting as an intermediary between Heads of Course and External Examiner where appropriate, and that all new External Examiners are appropriately nominated, contracted and verified.
 16. To act as the primary contact for postgraduate research student administration which will include:
 - (a) Adhering to, and providing advice and expertise in relation to the University's research student regulations and rules;
 - (b) Managing research student enquiries, applications and student records.
 - (c) Organising and administering Research Students Progress Committees and undertaking required follow-up work liaising with the University's central Research team and the Deputy Dean (Education) as required.
 17. Administering and monitoring of School-specific funding applications, scholarships and prizes, such as the Jack Petchey Award, and providing guidance on funding opportunities available for postgraduate students.
 18. To support School events and activities as required, such as audition days, Welcome events and Farewell Day.
 19. To support the Academic Administrator in ensuring that students with Specific Learning Difficulties (SpLD), disabilities and/or additional needs are identified and tracked within School systems, promoting early interventions and provision of support information to relevant staff on a regular basis to support differentiation, reasonable adjustment and risk assessment.
 20. To lead with the administration of student surveys and the Student Assessment of Module and Teaching.
 21. To have knowledge of the systems used within the Department such as the Student Tracking Database, FASer, ESIS, SEN Tracker and Electronic Student Files.
 22. To ensure management of accurate records in accordance with agreed protocols and the University's records retention schedule. To produce accurate management information reports and statistics, as required.



23. To assist with general office duties.
24. To liaise with professional services staff across the University regarding specific queries relating to student wellbeing, assessment, attendance and progress.
25. To work in partnership with academic and professional services staff and to ensure the delivery of high quality services to students and academic staff and additional support for team members at peak times or in cases of absence from work.
26. To maintain own professional development and actively contribute to activity that enhances the administrative effectiveness of the School, the Faculty and University as a whole.
27. Any other such duties that may be required from time to time by the Director of the School or their nominee.

These duties are a guide to the work that the post holder will initially be required to undertake. They may be changed from time to time to meet changing circumstances.

Terms of Appointment

For a full description of the terms of appointment for this post please visit:
<https://www.essex.ac.uk/staff/employment-policies-procedures/my-contract>

February 2019

PERSON SPECIFICATION

JOB TITLE: Academic and Operations Administrator (Loughton)
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Qualifications /Training

	Essential	Desirable
▪ Minimum of three A Levels or equivalent full level 3 or professional qualification	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ Educated to degree level	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Experience/Knowledge

	Essential	Desirable
▪ Recent administrative experience in a challenging and varied role	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ Experience of working in a busy environment and remaining calm under pressure	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ Experience of accurate data entry and managing accessible records	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ An understanding of Higher Education	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ Experience of working within a customer focused multi-cultural environment	<input type="checkbox"/>	<input checked="" type="checkbox"/>
▪ Demonstrable experience of using Microsoft packages (including Excel and Word) at a high level	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ Experience of working in a Higher Education environment	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Skills/Abilities

	Essential	Desirable
▪ Excellent customer service skills	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ Excellent communication and interpersonal skills	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ Proven ability to work independently with minimal supervision and to work effectively as part of a team	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ Ability to work to deadlines and manage workload	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ High standards of accuracy and attention to detail	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ Ability to establish good working relations with both academic and administrative staff	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ Strong commitment to the principles of partnership working and excellence in service delivery	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ Excellent IT skills and experience of using databases	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ Tact and discretion in dealing with sensitive issues and information	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ A flexible approach and 'can-do' attitude; willingness to take on new tasks and projects	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Other

	Essential	Desirable
▪ Ability to meet the requirements of UK 'right to work' legislation*	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ Willingness to work at both the Loughton and Southend	<input checked="" type="checkbox"/>	<input type="checkbox"/>



Campuses when required		
▪ Willingness to occasionally work evening or weekends	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ An interest in theatre and the arts	<input type="checkbox"/>	<input checked="" type="checkbox"/>

* The University has a responsibility under the Asylum, Immigration and Nationality Act 2006 to ensure that all employees are eligible to work in the UK. Prior to commencing employment, the successful candidate will be asked to provide documentary evidence to this effect. Please note that the University will not be able to issue a Tier 2 Certificate of Sponsorship for this post. For further information about UK immigration requirements please follow this link <https://www.gov.uk/government/organisations/uk-visas-and-immigration>

February 2019

ADDITIONAL INFORMATION

East 15 Acting School

You can find more information about the department at the following link:

<https://www.east15.ac.uk>

General information

Informal enquiries may be made to Owen Gillham, Academic Administrator, East 15 Acting School (e-mail: owen.gillham@essex.ac.uk) However, all applications must be made online.

People Supporting Strategy

Please find a link to the People Supporting Strategy below:

<https://www.essex.ac.uk/-/media/documents/directories/human-resources/people-supporting-strategy.pdf>

Pay and benefits

We advertise our salaries on a range to indicate the trajectory of progression that can be made. Appointments are usually made at the start of the salary range. The university salary structure includes automatic pay progression within the published grades, subject to service and performance. In addition to this, there are performance related annual pay review schemes in place.

As an employer we offer a range of benefits and a commitment to career development and equal opportunities in an environment that both reflects and creates a rich interaction of people, disciplines and ideas.

- Pension scheme
- Generous holiday entitlement
- Competitive salaries
- Training and development
- Family friendly policies
- On campus childcare facilities, for more information visit www.wivenhoeParkDayNursery.co.uk
- Relocation package for qualifying staff
- Interest free season ticket loan
- Range of optional salary exchange tax benefits (pension and bicycle schemes)

This document is produced by:

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