

RECRUITMENT PACK



This document includes the following information:

- Job Description
- Person Specification
- Additional information

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 AccessAble 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: 19 May 2019

Interviews are planned for: 4 June 2019



JOB DESCRIPTION – Job ref REQ02621

Job Title and Grade:	Administrator (Education) Grade 4
Contract:	Permanent, Full-time
Hours:	36 hours per week
Salary:	£19,202 - £22,017 per annum
Department/Section:	Essex Law School
Responsible to:	Head of School
Reports on a day to day basis to:	Executive Office (Education)
Purpose of job:	<p>The Administrator (Education) is responsible for providing high quality and efficient administrative, student services and academic support within the School of Law, which is one of the largest schools within the University of Essex.</p> <p>Working as part of the School's Education Team, and based in the General Office, the role is student facing and deals with undergraduate, postgraduate taught, and research students. Duties of the post are broad and varied, as determined by the cycle of the academic year.</p>

Duties of the Post:

The main duties of the post will include:

General Administration

1. To provide a high quality service as part of the Education Team, contributing to the day-to-day running of the Student Counter in the School's General Office, acting as the first point of contact for students, academic colleagues and visitors who contact the School in person, by email and on the telephone; responding to and directing enquiries as appropriate.
2. To maintain and manage accurate records in accordance with agreed protocols and the School's retention schedule.
3. To assist with identifying potential improvements to services and processes and contribute to process reviews with the aim of increasing administrative effectiveness and efficiency within the School.
4. To act as secretary to meetings or committees as required (for instance the Staff/Student Liaison Committee), including preparing papers, taking minutes and undertaking any necessary follow-up action.

Student Services

5. To provide high quality administrative support with specific tasks as determined by the cycle of the academic year, for undergraduate, postgraduate taught, and research students in a large school. Examples include: updating module and course records and descriptions; student enrolments; processing of coursework; preparation of exam scripts; inputting of coursework and

examination marks on the student database; feedback on teaching, and preparation for exam boards, supervisory boards and research students' progress committees.

6. To provide assistance with student casework matters, adhering to the relevant policy and procedures, and compiling paperwork as required, in relation to matters such as: student attendance and progress; academic offences; and late submissions.
7. To contribute to student communications, updating information (such as assignment information, syllabuses and reading lists) available to students on the University's virtual learning environments (such as Moodle and ORB), and through regular electronic and on-line communications.
8. To act as the primary contact for individual areas of work within the team, as agreed by the School Manager, examples of which will include:
 - a) Engagement monitoring – liaising with the relevant central Professional Services contacts, checking absence approvals, processing attendance reports, contacting and organising meetings for students as per the policy, and escalating student casework as appropriate.
 - b) Academic offences – liaising with academic colleagues regarding suspected offences, assisting with the completion of associated paperwork, contacting and organising meetings for students as per the policy, and escalating student casework as appropriate and maintaining records.
 - c) Personal Tutor system – allocating students to academic members of staff who act as Personal Tutors, adhering to and providing advice on University policy, and being the first point of contact for the Personal Tutor system.
 - d) Systems support – liaising with relevant central Professional Services contacts regarding systems used within the School such as FASer, ESIS or Electronic Student Files (ESF), providing feedback on behalf of the School and updating colleagues as appropriate.
 - e) Timetabling support – working with the School's Timetabling Officer to ensure a 'best fit' timetable is produced, providing accurate information on behalf of the School, resolving inaccuracies and timetabling clashes, and advising staff and students of changes to the teaching timetable where these occur once teaching has commenced, e.g. cancellations or changes of room.
 - f) Extenuating Circumstances – Administering the process of claims to be considered by the appropriate committee and communicating with students to advise of outcomes, answer queries and request more information.

Academic Services

9. Provision of general administrative support for academic and teaching staff, including those with specific administrative or leadership roles.
10. To assist with the collating of information to produce academic information and guidance in the School, examples of which may include staff and student handbooks and process/task guidance.
11. To ensure compliance with internal University and external regulatory body policies, procedures and regulations, including Tier 4, in collaboration with senior School colleagues and relevant University professional services staff.
12. To liaise with colleagues across the University, such as teams within Academic Services and Student Life, regarding specific queries relating to student wellbeing, assessment, student progress and compliance.

Other

13. Assisting other administrative staff in the School should the need arise.
14. Any other duties as determined from time to time by the Head of School, School Manager 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>

April 2019

PERSON SPECIFICATION

JOB TITLE: Administrator (Education)

Qualifications /Training

	Essential	Desirable
▪ Educated to 'A' level or equivalent.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ Evidence of, or qualifications, demonstrating a high level of competency in the use of Microsoft Word, Excel and Outlook.	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Experience/Knowledge

	Essential	Desirable
▪ Administrative experience, including working in a fast-paced environment where a high level of accuracy and meticulous attention to detail were essential.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ Experience of using Microsoft Office, Outlook, databases and the internet in a working environment.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ Experience of working independently and within a team with a team-focused attitude.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ An understanding of working practices in Higher Education.	<input type="checkbox"/>	<input checked="" type="checkbox"/>
▪ Experience of committee or meeting servicing, including minute taking and report writing.	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Skills/Abilities

	Essential	Desirable
▪ Strong organisational and administrative skills.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ Excellent standards of accuracy, attention to detail and maintenance of accessible records.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ Excellent written communication skills.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ Excellent interpersonal and effective communications skills combined with a calm manner under pressure.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ Ability to act with discretion and to maintain confidentiality.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ The ability to work independently with minimal supervision, managing a range of varied tasks and dealing effectively with multiple priorities/deadlines.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ The ability to deal with frequent interruptions, including face-to-face, telephone and e-mail enquiries.	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Other

	Essential	Desirable
▪ A flexible approach to work and a willingness to assist with additional work/cover (e.g. during busy times in other sections of the administration and to cover during absence).	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ Experience of coordinating responses and liaising with a wide range of people, including those in more senior or academic roles.	<input type="checkbox"/>	<input checked="" type="checkbox"/>



▪ An interest/experience in working in an educational environment/academic department.	<input type="checkbox"/>	<input checked="" type="checkbox"/>
▪ Experience of working within a customer focused multi-cultural environment.	<input type="checkbox"/>	<input checked="" type="checkbox"/>
▪ Ability to meet the requirements of UK 'right to work' legislation*	<input checked="" type="checkbox"/>	<input 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>

April 2019

ADDITIONAL INFORMATION

Essex Law School

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

<https://www.essex.ac.uk/departments/law>

General information

Informal enquiries may be made to Jamie Tuxford, School Manager (telephone: 01206 872586 e-mail: jtuxford@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 support 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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