

## 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: 16 June 2019 (previously 7 June)

Interviews are planned for: 10 July 2019

Expected start date: TBC



### JOB DESCRIPTION – Job ref REQ02633

<b>Job Title and Grade:</b>	Academic Administrator, Grade 4
<b>Contract:</b>	Permanent, full-time
<b>Hours:</b>	36 hours per week
<b>Salary:</b>	£19,202 - £22,017 per annum
<b>Department/Section:</b>	Essex Business School
<b>Responsible to:</b>	EBS Southend Manager
<b>Reports on a day to day basis to:</b>	Academic Officer and Deputy Manager
<b>Purpose of job:</b>	To provide high quality administration support for the academic programmes based at the Essex Business School in Southend.

#### Duties of the Post:

The main duties of the post will include:

1. To provide administrative support for all aspects of coursework and examination processing whether in hardcopy or online to include: preparation and distribution of exam papers including coordination with External Examiners; accurate inputting and checking of marks; dealing with requests for second marking; collating coursework and feedback and arranging for it to be returned to students; support for arrangements for in-class tests; keeping accurate records relating to coursework and examination processing.
2. To provide high quality administrative support and assistance to programme directors and other academic staff based at Southend in accordance with University and School policies and procedures and in consultation with professional services colleagues in Colchester where appropriate.
3. Working with the Student Services Advisors, to support the maintenance of records on assessment, progress, submission of coursework, attendance, and academic offences, providing detailed information and records to personal tutors and other academic staff as relevant.
4. To coordinate and produce accurate information for students and applicants through the annual production of the Undergraduate and Postgraduate handbooks, the use of Moodle and through regular electronic and on-line communications.
5. To proofread documents including exam papers and student handbooks.
6. To provide administrative support to relevant academic leads for student projects and dissertations at UG, PGT and PGR levels as appropriate.
7. To assist in the annual update of courses and modules and ensure the dissemination of module materials and to update module directory entries in liaison with academic staff.
8. Under supervision from line manager to provide support to the selectors in relation to admissions and conversion for undergraduate and postgraduate students, as appropriate.
9. To contribute to Welcome Week and new student induction activities in Southend and to support other School events and activities as required.



10. To maintain accurate records and manage records in accordance with agreed protocols and the School's records retention schedule.
11. To provide administrative support services as required including general office duties and covering for other staff, including the Student Services Advisors, as directed by the line manager.
12. To identify potential improvements to academic support services and to contribute to process reviews with the aim of increasing administrative effectiveness and efficiency.
13. To build and maintain effective working relationships with the Student Services Advisors in order to increase efficiency and facilitate good communications between teams.
14. To maintain own professional development.
15. Any other duties as determined from time to time by the Academic Officer and Deputy 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>

## PERSON SPECIFICATION

**JOB TITLE: Academic Administrator**

### Qualifications /Training

	Essential	Desirable
▪ Minimum of five GCSEs, including English and Maths, at grade A-C (or equivalent)	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ Administration qualification at NVQ level 3 or equivalent	<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"/>
▪ Demonstrable experience of using Microsoft Office software (including Outlook, Word and Excel) at a high level	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ Experience of working within a customer focused multi-cultural environment	<input type="checkbox"/>	<input checked="" type="checkbox"/>
▪ Committee servicing experience	<input type="checkbox"/>	<input checked="" type="checkbox"/>
▪ Experience of proofreading or producing accurate written communications	<input type="checkbox"/>	<input checked="" 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 professional services 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 Colchester and Southend Campuses when required.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ A commitment to equality and inclusion	<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>

## ADDITIONAL INFORMATION

### Department

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

### General information

Informal enquiries may be made to Alex Nicholas, Academic Officer & Deputy Manager (telephone: 01702 328388 e-mail: alex.nicholas@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](http://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)

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