

## 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 (01206-874588/873521) for help.

**Closing Date: 21 September 2017**

**Interviews are planned for: 9 October 2017**

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### JOB DESCRIPTION – Job ref REQ00903

<b>Job Title and Grade:</b>	Deputy Department Manager Grade 7
<b>Contract:</b>	Permanent, Part-time
<b>Hours:</b>	A notional minimum of 29 hours per week
<b>Salary:</b>	£29,799 - £32,548 per annum (pro-rata)
<b>Department/Section:</b>	Sociology
<b>Responsible to:</b>	Department Manager
<b>Responsible for:</b>	Student Administration Team
<b>Purpose of job:</b>	<p>The Deputy Department Manager supports the Department Manager with all aspects of departmental, course and student administration, and deputises for them in their absence and as required. The role is wide-ranging and the precise duties will vary between departments.</p> <p>The role has specific responsibility for the Department's student services function and will be responsible for managing and developing a high-quality and efficient student administration team. The role will shape the student services delivery model for the Department, and will drive a culture of excellence in service delivery, sharing of best practice, and continuous improvement.</p> <p>The role will work closely with the Department Manager and key leadership roles within the Department, the Faculty, and central professional services sections, and as such will contribute to ensuring effective communication and engagement. The role will have responsibility for leading and managing a team of Professional Services colleagues and will guide and support them through their professional and personal development needs, establishing a robust team which is able to respond to change and innovation.</p>

#### Duties of the Post:

On behalf of the Head of Department and the Department Manager, the main duties of the post are:

1. To manage the Department's student services function, to include developing and setting standards for service delivery that meet the highest standards of professionalism and ensuring adherence to University policies, procedures and regulation.
2. To manage the delivery of a high-quality service to students promoting a culture of excellence in customer service delivery. This will include; leadership of student engagement activities for all levels of study, such as peer mentoring schemes; responsibility for the production of student handbooks and coordination of updates for the prospectus and other promotional materials; responsibility for the coordination of Open Days, Visit and Interview Days, Welcome Week, and other events.



3. To provide leadership for the Student Administration Team providing direct and hands-on support as required and managing workloads which will include: updating, production and distribution of course and module materials; processing of coursework; administrative processes to support student attendance and progress; maintaining student records and processing requests for change; coursework and exam mark inputting; support for student surveys; organising research supervisory boards and research students' progress committees. To include delegation of specific projects as appropriate.
4. To manage the preparation of exam papers annually at all levels, working with academic staff and the student administration team.
5. To prepare the annual departmental teaching timetable and undertake the role of Exam Board Secretary for PGT Exam Boards.
6. To manage complex student casework matters, including academic offences and progress.
7. To provide support with the administration of study abroad/exchange students, and students on work placements, in liaison with staff from Essex Abroad and the Faculty Employability Team.
8. To be familiar with and advise on the rules of assessment for both undergraduate and postgraduate students. To provide support on compliance with internal University policies, procedures and regulations, including Tier 4, in collaboration with relevant University professional services staff.
9. To provide support for the Departmental Manager in meeting the Department's academic standards and quality function, to include support for quality assurance processes, such as annual monitoring and periodic review. To provide committee secretary support for the Department's committees as required.
10. To provide support to the Director of Research. This includes: support for annual research planning and other research processes; managing the allocation of departmental research funds; monitoring research grant applications and awards, in collaboration with the Operations Coordinator.
11. To support the Department's scholarship portfolio, working with relevant staff within the Department and with relevant professional services staff within the Social Sciences Faculty Team, Academic Section, and Central Finance.
12. To develop strong partnership working with academic staff and ensure that the provision of support and services for academic staff from within the student administration team enables high quality and effective support for students.
13. To keep the effectiveness of services and processes within the Department under review, making recommendations for change in consultation with the Departmental Manager and relevant academic and professional services staff.
14. To represent the Department at relevant University-level task and finish groups appropriate to the role, scoping meetings and project boards, ensuring follow-up action is undertaken and decisions are effectively communicated.
15. To manage the Student Administration Team according to established HR policies and procedures including conducting PDRs and supporting professional development; overseeing recruitment and induction; managing absences and coordinating appropriate cover; and making cases for additional resource as required.

16. To deputise for the Departmental Manager in relation to day-to-day operational matters and ensure that in the case of illness or absence, service delivery is maintained within the team liaising with the Faculty Manager as necessary.
17. To demonstrate commitment to professional development by keeping up-to-date with developments in relation to provision of student services to inform sharing of best practice and excellent service delivery. To establish and support the development of equivalent expectations within the team.
18. Any other duties as determined from time to time by the Head of Department 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:

<http://www.essex.ac.uk/hr/current-staff/terms.aspx#>

**August 2017**

## PERSON SPECIFICATION

**JOB TITLE:** Deputy Department Manager

### Qualifications/Training

	Essential	Desirable
▪ A good first degree or equivalent qualification/experience	<input checked="" type="checkbox"/>	<input type="checkbox"/>

### Experience/Knowledge

	Essential	Desirable
▪ Administrative experience in a challenging and complex role	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ Experience of staff management	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ Experience of the development and implementation of policies and/or procedures	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ A broad understanding of Higher Education, including quality assurance processes and procedures	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ Committee servicing experience	<input type="checkbox"/>	<input checked="" type="checkbox"/>
▪ Experience of working in Higher Education administration	<input type="checkbox"/>	<input checked="" type="checkbox"/>

### Skills/Abilities

	Essential	Desirable
▪ Excellent organisational and administrative skills	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ Excellent presentation, communication and interpersonal skills, with proven success in developing effective working relationships at all levels within the organisation	<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"/>
▪ Proven ability to be proactive, to solve practical and logistical challenges, to prioritise tasks, meet deadlines and work independently	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ High level numeracy skills, with experience of processing and checking large amounts of data e.g. examination marks	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ Impeccable standards of accuracy and attention to detail	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ Ability to learn independently and to master new areas of knowledge and skills rapidly	<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 sense of empathy for both academic endeavour and values and the positive contribution professional activities make to meeting University goals	<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"/>
▪ Demonstrable ability to build, lead, and motivate teams to successful achievement of objectives	<input type="checkbox"/>	<input checked="" type="checkbox"/>

### **Other**

	<b>Essential</b>	<b>Desirable</b>
▪ Can meet the requirements of the UK 'right to work' legislation*	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ Commitment to providing a high level of service to both students and University staff	<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"/>
▪ A willingness to undergo further training as the nature of the job changes and develops	<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>

**August 2017**

## **Additional Information**

### **Department of Sociology**

You can find more information about the department at the following link [www.essex.ac.uk/sociology](http://www.essex.ac.uk/sociology)

### **People Supporting Strategy**

Please find a link to the People Supporting Strategy.

<http://www.essex.ac.uk/hr/policies/docs/people-oct15.pdf>

### **General information**

We are in the top 25 sociology departments in the world and top-rated in the UK for the quality of our research. We embed our innovative and sometimes controversial research into both our undergraduate and postgraduate courses, linking theory with evidence. In addition to the Department Manager, the Department currently has 5 administrative staff in the General Office and a Student Support Services Officer based in our Student Resource Centre. We also have two part-time administrators assisting with research administration who work separately to the main office. The Department is expanding but there are currently around 33 academic staff members and 2 Research Officers. The Department has nearly 500 undergraduate students, just over 80 postgraduate taught students and around 70 postgraduate research students. The Department has an active Sociology Society run by students for students and a vibrant weekly seminar series during term time that is open to both staff and students.

Informal enquiries may be made to Camilla Thomsen, Department Manager (telephone: 01206 873055 e-mail: [cthomsj@essex.ac.uk](mailto:cthomsj@essex.ac.uk)). However, all applications must be made online.

This post is permanent, part-time working 29 hours per week.

### **Benefits**

Our staff and students are members of the University for life. We believe a person's potential is not simply defined by grades or backgrounds, but by willingness to question, to collaborate and to push at the edges of knowledge and their own potential.

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)
- Childcare vouchers
- Relocation package for qualifying staff
- Interest free season ticket loan
- Range of optional salary exchange tax benefits (pension, childcare and bicycle schemes)

### **No smoking policy**

The University has a no smoking policy.