



# Departmental Administrator

Department	Architecture ( <a href="http://www.strath.ac.uk/engineering/architecture/">www.strath.ac.uk/engineering/architecture/</a> )		
Faculty	Faculty of Engineering ( <a href="http://www.strath.ac.uk/engineering/">www.strath.ac.uk/engineering/</a> )		
Staff Category	Administrative and Professional	Reference No	608238
Reports To	Operations Manager	Grade	6
Salary Range	£31,396 – £34,980	Contract Type	Open Contract
FTE	1 (35 hours/week)	Closing Date	07/07/2024
Holidays	27 days + 11 statutory days Option to purchase additional holidays.	On Site Facilities	Car parking, sports centre, catering.
Pensions	Contributory pension scheme available to all staff including generous employer contribution.		
Training	Professional Development with <a href="#">Organisational and Staff Development Unit</a> (OSDU) plus external training if required.		
Family Friendly Benefits	Generous parental leave provision, on-campus nursery and options for flexible working.		
Health and Wellbeing	University Sport centre, Occupational Health service, access to health and wellbeing events, cycle to work scheme, Employee Assistance Programme, agile working and established carers support network and carer friendly policies.		

## Job Advert

The Department of Architecture is seeking to appoint an enthusiastic and motivated individual who will thrive working in a team-based environment. You will be based in the Administrative team of the Architecture Department office and with guidance from the Head of Department and Operations Manager, will lead the administrative team, including financial officer, managing the day-to-day operational processes for the Departmental Office that provide the underpinning administrative support for Departmental business. Working as part of a team, you will use your skills in leadership and administration to ensure that operational processes run smoothly and efficiently. You will work collaboratively with other members of the administrative team and colleagues within the teaching, academic, research, and knowledge exchange areas within the department to administer a broad range of activities running throughout the academic year and provide support for the continued development and success of the department. You will use your interpersonal skills to engage effectively with a large community of stakeholders, internal and external to the Department and University that includes staff, students, officers of the University, accrediting bodies and general enquirers. We encourage applications from individuals who can complement our existing team and who are keen to develop and grow their skills and experience within a fast-paced and varied team environment.

## Job Description

### Brief Outline of Job:

The post will be based in the Architecture Department's Administrative team which provides support for all of the underpinning operations that contribute to the general running and management of the Department across the academic year (some activities will only take place at a particular time during the year). You will effectively manage the day to day operations of the administrative team, ensuring the key responsibilities are distributed across the team, with KPIs set and delivered. This may include dealing with resultant complex problems or issues effectively. You will have a consistently high level of personal responsibility and initiative, responding independently to queries and using your judgement to deal with daily unforeseen problems and circumstances, with

limited guidance from a superior. You will plan and co-ordinate your own work, normally over weeks and months ahead with an awareness of the activities of other team members and colleagues, as this post's activities either influence or are influenced by these. With skills of persuasiveness and assertiveness, you will apply a substantial amount of personal influence within your interaction with others. In addition, this post will provide support to stakeholders, for example listening and empathising with staff or students who are distressed, may at times be required.

Overall priorities are set by the Head of Department and you will work closely with and report to the Operations Manager regularly, reviewing results achieved and, as required, monitoring progress on previously delegated tasks.

Leading the administrative team, key responsibilities will be shared across the team and you will contribute, as a team member, to activities in the areas described below.

**Main Activities/Responsibilities:**

1.	Manage, develop and recruit, delegate and allocate work as required. Identify training needs within the admin team, organise and, on occasion, deliver training to meet these needs.
2.	Assess data/statistics/financial reports, interpreting and reporting patterns and trends and highlighting and prioritising issues for further investigation to support informed decision making. Produce management information from data and statistics and interpret data to produce accurate and reliable information for departmental decision making.
3.	Research, collate, organise and edit material for inclusion in reports/documents. This may involve identifying gaps or shortfalls in information and searching for sources of information to fill these. This will include providing support and input at meetings as required.
4.	Participate, as part of a team, in the annual/strategic planning within department/unit.
5.	Working with the Financial Administrator and Operations Manager, monitor spend and budgets, highlighting potential overspends.
6.	Attend meetings, as requested, to support departmental work and activities and to report back on main discussion points
7.	Deal with stakeholder enquiries, working independently as required or within a team, delegating tasks as required.
8.	Develop and maintain data in compliance with GDPR requirements, including spreadsheets and databases.
9.	Manage financial administration processes, such as: raising purchase orders, processing invoices, data entry, processing supplementary payments and assignments for staff as well as booking national and international travel.
10.	Administer Board of Examiners meetings, ensuring accurate data input into the student record system and that follow-up actions are completed in a timely manner.
11.	Support all aspects of student appeals administration, advising staff and students on procedural matters. This may include aspects of pastoral support for students.
12.	Primary point of contact between members of the department, faculty office and admin team.
13.	Handle a diverse range of enquiries from staff, students and external stakeholders offering advice and information, where required, with respect to existing policies and procedures in areas associated with the activities of the Team.
14.	Handle confidential and sensitive material appropriately ensuring compliance with Data Protection legislation
15.	Coordinate responses to Freedom of Information (FOI) requests by gathering information from our eight academic departments.
16.	Provide administrative support for student complaint investigations
17.	Organise a range of Department events that take place throughout the year.
18.	Problem solving matters or escalating issues, as appropriate, when these arise with minimal recourse to management.
19.	Other duties commensurate with the grade of the post as specified by the Head of Department or Operations Manager.

## Person Specification

### Educational and/or Professional Qualifications

(E=Essential, i.e. a candidate must meet all essential criteria to be considered for selection, D=Desirable)

E1 Extensive experience demonstrating general knowledge in a technical, financial or administrative field, developed through involvement in a series of progressively more demanding, relevant work roles. Alternatively, a relevant HNC/HND level qualification plus appropriate, relevant work experience required. Some postholders may acquire the necessary skills through a relevant, specialist degree with no/little relevant work experience.

### Experience

E2 Experience of working/responding independently and dealing with unforeseen problems and circumstances.

E3 Experience of working with relevant specialised processes, software, or procedures.

D1 Comprehensive, practical knowledge of the work practices, processes and procedures relevant to the role.

D2 Working in a Higher or Further education environment

E4 Handling confidential and sensitive information appropriately

E5 Experience of financial processes and support

### Job Related Skills and Achievements

E6 Practical knowledge of services/systems/processes in own work area is required to provide first line advice and guidance, typically of a technical/specialist nature, to stakeholders and customers

E7 Analysis and problem solving capabilities

E8 Well developed written and verbal communication skills

E9 Planning and organisational skills, particularly work flow management, to enable the organisation, your own and, where relevant, others' activities to meet objectives to agreed standards

D3 Working knowledge of the activities of other areas of the University relevant to the work of the department.

E10 Supervisory skills including scheduling, monitoring and reviewing work of others

E11 Able to take decisions within an appropriate level of authority with Line Manager/Supervisor involved in decision making only when necessary.

### Personal Attributes

E12 Work is carried out on time and to standards agreed with Line Manager

E13 Quality, appropriateness and timeliness of advice in response to specialist enquiries from stakeholders/colleagues.

E14 Ability to organise own and, where relevant, others' activities to meet objectives, contributing to improvement in service quality within post holders area of work. Workloads are delivered within deadlines to agreed standards.

D4 Knowledge of, and adherence to, the University's Health and Safety and Equal Opportunities policies

E15 Provide a high quality of customer service

E16 Communicates well, ensuring effective reporting of a range of information, which may involve the occasional provision of advice and the interpretation of procedures

E17 Responsibility and flexibility to take on different tasks, to be adaptable to the management of tasks and be willing to learn and develop to ensure the smooth running of the Department.

E18 Able to take initiative and to exercise personal judgement where required

E19 Strong attention to detail and the ability to deliver high quality work to tight deadlines

## Application Procedure

Applicants are required to complete an application form including the name of three referees who will be contacted without further permission, unless you indicate that you would prefer otherwise. Applicants should also submit a Curriculum Vitae and a covering letter detailing the knowledge, skills and experience you think make you the right candidate for the job. Applicants should also complete the Equal Opportunities Monitoring Form.

## Other Information

Further information on the application process and working at Strathclyde can be found on our website (<http://www.strath.ac.uk/hr/workforus>).

Informal enquiries about the post can be directed to Calum Fischer-Keogh, Operations Manager ([calum.fischer-keogh@strath.ac.uk](mailto:calum.fischer-keogh@strath.ac.uk)).

### Conditions of Employment

Conditions of employment relating to the Administrative and Professional staff category can be found at: [Conditions of Employment](#).

### Rewards and Benefits

Our staff have access to a wide range of outstanding benefits that include financial rewards, family friendly and wellbeing benefits and career development opportunities, details of which can be found [here](#).

### Probation

Where applicable, the successful applicant will be required to serve a 9 month probationary period.

### Pension

The successful applicant will be eligible to join the Universities' Superannuation Scheme. Further information regarding this scheme is available from [Payroll and Pensions](#).

### Relocation

Where applicable, the University offers a relocation package to support new employees who meet the eligibility criteria. The relocation package is offered as a contribution towards costs incurred, and is designed to be flexible, allowing staff to use the financial support available in the way that will be most helpful to them. Further details are outlined in the Relocation Policy.

### Interviews

Formal interviews for this post will be held on a date to be confirmed.

### Equality and Diversity

The University of Strathclyde is a socially progressive institution that strives to ensure equality of opportunity and celebrates the diversity of its student and staff community. Strathclyde is people-oriented and collaborative, offering a supportive and flexible working culture with a deep commitment to our equality, diversity and inclusion charters, initiatives, groups and networks.

We strongly encourage applications from Black, Asian and minority ethnicity, women, LGBT+, and disabled candidates and candidates from lower socio-economic groups and care-experienced backgrounds.

### University Values

The University's Values capture what we're all about: who we are, what we believe in and what we stand for. [Our Values](#) have been derived from how we act and how we expect to be treated as part of Strathclyde.

