

Job Description

Job title: Administrator

Faculty of Technology, Arts and Culture

Grade: C

Full Time: 37 hours per week

Permanent

	Duties of the role
Overall purpose of the role	<p>The Administrator plays a vital role in Faculty Administration, providing essential administrative support to ensure the smooth running of academic programmes and a positive student experience. Working under the guidance of Team Leads and Administrative Coordinators, this role will assist with coordinating and managing a variety of tasks, taking ownership of assigned subject areas to deliver an efficient and effective service to students, academic colleagues, and internal departments.</p> <p>This role sits within the Faculty Administration Team and supports student administration throughout the student lifecycle. As well as offering support to academic staff. The post holder must be able to work collaboratively with other team members and to prioritise their workload based on the needs of the wider team.</p> <p>The Administrator reports directly to a Team Leader.</p>
Main duties and responsibilities	<p>Student Administration:</p> <ul style="list-style-type: none"> • Provide administrative support for assessment procedures, such as collating marks, preparing documentation, and drafting comms for students. • Contribute to enhancing the student experience by providing helpful and efficient administrative support and resolving issues promptly. • Support with assignment of academic tutors to students <p>Quality Assurance and Data:</p> <ul style="list-style-type: none"> • Action straightforward data requests received from Registry and within Faculty Administration, ensuring data accuracy in student records. • Provide support for Quality Assurance processes within the Faculty, such as reviewing documentation or preparing reports. • Assist with ensuring student-facing information, such as handbooks and course outlines, is accurate and up-to-date. <p>Support for Committee Servicing:</p> <ul style="list-style-type: none"> • Provide administrative support to various Faculty committees and validation panels, including preparing materials and taking minutes. • Assist with the scheduling of committee meetings, including booking rooms, arranging catering, and organising equipment.

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	Duties of the role
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Support for Academic Management and Academic Administration:

- Assist with maintaining and updating student-facing learning and curriculum materials, including content on the Virtual Learning Environment (VLE).
- Support the scheduling of Programme Assessment Boards, including liaising with academics to confirm their availability.

Programme Leader Support:

- Providing general administrative support to Programme Leaders for academic management and administrative tasks.

Registration and Assessment Processes:

- Provide administrative support for key Faculty activities, such as student registration, assessment board preparation, clearing, and graduation ceremonies.
- Run Module Assessment Review (MAR) error checking reports and assist with resolving identified issues.
- Support student registration and re-registration activities, ensuring a smooth and efficient process for students, both physically and virtually.

Additional Responsibilities:

- Assist the wider remit of the faculty including: -
- Assisting colleagues within other Faculty support teams as required, e.g. Open Days, Clearing, graduations.
- Perform any other duties commensurate with the job grade as reasonably required from time to time.
- The post holder will treat all DMU staff, students, contractors and visitors with dignity and respect. Provide a service that complies with the Equality Act 2010, eliminating unlawful discrimination, advancing equality of opportunity and fostering good relations with particular attention to the protected characteristics of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief (or none), sex and sexual orientation.

Person Specification

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Area of responsibility	Requirements	Essential or desirable		*Method of assessment			
				A	I	T	D
Academic qualifications	Five GCSEs, Grade C or above, including English and Maths (or equivalent).	Essential		✓			✓
	Educated to 'A' level standard or equivalent		Desirable	✓			✓
Previous Work Experience	Experience of working in an administrative role.	Essential		✓	✓		
	Experience of working on a number of activities concurrently	Essential		✓	✓	✓	
	Experience of using spreadsheets and large databases.	Essential		✓	✓	✓	
	Experience of working within a team.	Essential		✓	✓		
	Experience of working in further or higher education		Desirable	✓	✓		
	Experience of working in a customer facing environment		Desirable	✓	✓		
Knowledge, Skills & Abilities	Strong IT skills including Microsoft Office (or equivalent) and web-based applications.	Essential		✓	✓	✓	
	High levels of accuracy and attention to detail.	Essential		✓	✓	✓	
	Ability to collect, collate, organise and log data and records accurately and in a timely manner (hard copy and electronically).	Essential		✓	✓		
	Ability to prioritise workload with minimal supervision in a logical and transparent manner.	Essential		✓	✓		
	Ability to communicate appropriately and effectively both internally and externally at all times.	Essential		✓	✓	✓	

Area of responsibility	Requirements	Essential or desirable		*Method of assessment			
				A	I	T	D
	Professional and approachable manner at all times.	Essential		√	√		
	Excellent customer service skills	Essential		√	√		
	Willingness to be flexible towards duties and adaptable towards change.	Essential			√		
	Understands confidentiality and the requirements of the General Data Protection Regulations	Essential		√	√		
	Ability to follow processes and adhere to deadlines	Essential		√	√		
	Able to provide a service to a diverse range of people to promote good relations and equality	Essential		√	√		
Additional Requirements	Willingness to work occasional out of office hours (e.g. evenings and weekends)	Essential			√		
	The post is suited to hybrid working; the business need will determine the exact split between home/office working.	Essential			√		

***A = Application Form; I = Interview; T = Test; D = Documentary Evidence**