
University of Sunderland

Role Profile

Part 1

Lifechanging



**University of
Sunderland**

School Support Administrator

Job Title:	School Support Administrator
Reference No:	NEW552
Reports to:	Senior School Administrator
Responsible For:	N/A
Grade:	B
Working Hours:	18.5 hours per week
Faculty/Service:	Faculty of Health Sciences & Wellbeing
Location:	Sciences Complex
Main Purpose of Role:	To provide an effective and comprehensive administrative support service to the School of Medicine.
Key Responsibilities and Accountabilities:	<ul style="list-style-type: none">• Understand and support University priorities through effective delivery of a responsive, customer focused and adaptable administrative support service. Where there is clear accountability, a 'can do' approach, innovation, inclusiveness and a collaborative team ethos.• Implement and maintain appropriate administrative systems to support effective running of the School, including e-storage of documents and databases.• To support the non-academic administration tasks of the GP and Biosciences team.• Supporting the preparation for and work of School Committees, Panels, Groups and internal meetings as part of School governance structures. This will include taking accurate and confidential notes/minutes and progressing associated actions.• Proactive completion of all administrative processes. This includes the timely input of data into University business systems and liaison with key contacts across the institution to aid effective service delivery.• Assisting the School Operations Manager in the timely production of information and reports required by internal committees, the GMC and other stakeholders.• Responding promptly and proactively to a wide variety of queries from both internal and external sources, exchanging information and building effective working relationships as appropriate.
Special Circumstances:	A flexible approach to work is required to assure availability of service during busy periods i.e. assessment, registration and recruitment activities. Occasional out of hours working may be required and annual leave may be restricted at certain times of the year. There will also be the need to support across the wider team to cover during colleagues' holiday/absence.



Part 2A: Essential and Desirable Criteria

	Essential
	Qualifications and Professional Memberships: <ul style="list-style-type: none">• A good standard of basic education including English and Maths to GCSE Grade C or equivalent• Extensive expertise in use of IT systems and software
	Knowledge and Experience: <ul style="list-style-type: none">• Experience within a similar administrative support role where prioritising a varied workload, effective organisational skills, confidentiality and working with minimal supervision were key.• Significant experience of servicing meetings, committees and panels, including taking accurate and effective minutes.• Exceptional IT skills with a high degree of competence in the use of Word and Excel.• Proven teamworking skills and understanding of effective customer service.
	Desirable
	Knowledge and Experience: <ul style="list-style-type: none">• Educated to A level standard• Experience of delivering high level support• Experience of working in a large department with competing demands• Knowledge of security related systems and processes• Previous experience of working within Higher Education or a large complex organisation.

Part 2B: Key Competencies

Competencies are assessed at the interview/selection testing stage	Communication <p>The role holder is required to, understand and convey straightforward information in a clear and accurate manner and occasionally is required to, understand and convey information which needs careful explanation or interpretation to help others understand, taking into account what to communicate and how best to convey the information to others.</p>
	Service Delivery <p>The role holder is required to deal with internal or external contacts who ask for service or require information; create a positive image of the organisation by being responsive and prompt in responding to requests and referring the user to the right person if necessary; deliver service that is usually initiated by the customer, and typically involves routine tasks with set standards or procedures.</p>

Work and Environment

The role holder is required to work in an environment which is relatively stable and has little impact on the role holder or the way in which work is completed; be aware of health and safety procedures and reports concerns to others.

Planning and Organising Resources

The role holder is required to plan, prioritise and organise their own work or resources to achieve agreed objectives.

Analysis and Research

The role holder is required to analyse routine data or information using predetermined procedures and gathering the information from standard sources; work accurately to complete the task precisely as specified.

Teamwork and Motivation

The role holder is required to be supportive and encouraging of others in a team; help to build co-operation by setting an example and showing a flexible approach to delivering team results; contribute to building team morale as an active participant in the team.

Date Completed:

November 2020