University of Sunderland
Role Profile
Part 1

Business Support Administrator	
Job Title:	Business Support Administrator
Reference No:	
Reports to:	
Responsible For:	
Grade:	B
Working Hours:	37 per week
Faculty/Service:	Various – Dependent on Faculty & School
Location:	Sunderland Campus
Main Purpose of Role:	To provide a solution focused and proactive administrative support service to a nominated group of Associate Heads of School. To maintain administrative systems and carry out administration tasks on behalf of the Associate Heads of School such as organising electronic information, typing documents, and entering information into spreadsheets and systems.

Key Responsibilities and Accountabilities:	Use a range of software applications including Microsoft Office 365 to carry out tasks on behalf of the Associate Heads of School and manage own work.
	
	Inputting data /checking accuracy of data using University systems and liaising with colleagues in HR and Finance in support of the following activities carried out by Associate Heads of School:
	   o Staff workload allocation
	   o Recruitment and selection administration
	   o Finance administration
	
	Find solutions to basic administrative issues by researching and liaising with professional services contacts and other faculties.
	
	Act as the first point of contact for queries on behalf of the Associate Heads of School from support services. Develop a good knowledge of staff and processes within central support services to direct Associate Heads of School appropriately.
	
	Support Associate Head of School with the organisational tasks required to manage the team. For example, assist with the administration of academic tutors/holiday management/sickness absence, schedule meetings, follow-up on requests for information.

Special Circumstances:	

Part 2A: Essential and Desirable Criteria

	Essential:
	Qualifications & Professional Memberships:
	• GCSE Maths and English grade C / level 4 or above
	Experience:
	• Experience of working in a similar administrative or customer service-based role
	• Experience of using Microsoft Office applications
	• Experience of building relationships across teams and with a range of customers
	Key Knowledge & Expertise:
	• Excellent verbal and written communication skills
	• Ability to manage and input data with a high degree of accuracy
	• Ability to prioritise own work and meet deadlines while juggling competing priorities
	• Ability to use own initiative to find solutions and respond to queries

Part 2B: Key Competencies

Competencies are assessed at the interview/selection testing stage	**COMMUNICATION**
	Oral Communication
	• Routinely receives, understands and conveys routine or standard information clearly and concisely.
	• Occasionally explains more complicated non-routine matters/policies/procedures clearly by explaining technical/specialist terms commonly used in own area of work. Adapts the style of communication to the audience and ensures understanding.
	Written and electronic communication
	• Routinely provides written communication that is well structured, clear and concise
	• Consideration is given to others' needs when choosing how to present the material
	• Occasionally will need to understand, uses and interpret technical/specialist terms commonly in use in own area of work and explain complicated non-routine matters/policies/procedures clearly through a range of appropriate methods and with consideration to the audience.
	SERVICE DELIVERY
	• Has accurate and up to date knowledge of services available in own and related areas of work. Promptly deals with customers asking for service or requiring information correctly referring elsewhere as

necessary. Provides customer care to an agreed standard ensuring that the experience of each customer is positive and satisfactory.
- Adapts services and systems to meet customers' needs and identifies ways of improving standards. Learns from complaints and takes action to resolve them.
- Collates feedback and views from customers and keeps up to date with market trends to inform service development and make changes. Actively promotes services.

WORK ENVIRONMENT
- Is aware of local health and safety procedures and undertakes health & safety duties and responsibilities appropriate to the post, reports concerns to others.

PLANNING AND ORGANISING RESOURCES
- Suggests ways of improving working practice and use of resources. Creates realistic plans to effectively manage own workload, prioritising work to meet personal and team objectives.

ANALYSIS AND RESEARCH
- Identifies and uses a range of standard sources to gather and analyse routine data and produce reports that can be interpreted by others.

DECISION-MAKING PROCESSES AND OUTCOMES
- Independently makes decisions which are low risk and that mainly affect themselves or a small number of people and are guided by regulation and practice.
- Makes collaborative decisions with line management or others on operational processes such as how to perform a task.
- Guides others by presenting options and choices to inform their decision making.

| Date Completed: | October 2022 |