

THE POST

College:	Engineering, Mathematics and Physical Sciences http://emps.exeter.ac.uk/
Post:	Operations & Systems Administrator (Fixed Term to cover Maternity)
Reference No:	P44817
Grade:	D
Reporting To:	Operations & Systems Senior Administrator

Job Description

To assist the Operations and Systems Manager and Senior Administrator in maintaining and developing a customer-focused, efficient and effective support service across three locations within the College. Operations and Systems provide advice and support to students and staff within the College in all matters relating to timetabling, programme approval, programme/module data and workload planning.

Main purpose of the job:

- To provide support to College academic staff across a range of activities, especially in relation to taught programmes administration and organisation
- To provide specialist administrative support, advice and guidance to students within the College in line with appropriate pastoral and disciplinary systems
- To work effectively within the wider Professional Services team to deliver a “seamless service” to students, staff and external contacts of the College.

Main duties and accountabilities:

- To undertake a range of duties to support taught programmes organisation and key local academic staff (eg. Directors of Education), including, though not exclusively, timetabling, module choice/ allocation, workload planning and work closely with administrative staff at College level with direct responsibility in these areas.
- To undertake a range of duties to support College processes, including programme approval and attendance monitoring.
- To provide specialist advice and guidance to students in relation to University and College policy, custom and practice.
- To use student records systems, such as BART and SITS, to meet the requirements of academic staff to support student and programme related administration
- To provide the full range of secretariat style support to committees, as required; to support staff development and away days activities
- To act as part of a wider team of staff to support administrative workload peaks) or broad based administrative support activities.
- To represent the College on University-wide groups, and the Education Team on College-wide groups, relating to the areas of responsibility within the role (eg. Timetable User Group, College’s Operational Group)

Key Responsibilities

TIMETABLE

- Day-to-day responsibility for the operation of the College’s timetable helpdesk system, ensuring accurate progress notes are kept, and the timely action and closure of tickets relating to both timetabling and room bookings.
- Investigating, resolving and responding to timetabling and room bookings queries raised via the College’s timetable helpdesk system; identifying possible solutions to more complex issues and liaising

with central services (eg. Timetable Office, Learning Spaces), staff and students as required to implement these.

- Recognising higher level issues and escalating these to the Operations and Systems Senior Administrator and/or Manager appropriately.
- Providing training/support to Student Services Assistants in resolving day-to-day timetabling issues.
- Responsibility for accurate and timely entry of timetable data to the Web Data Collector.
- Support the Student Services Manager in identifying appropriate timetabled activities for attendance monitoring within Engineering and Mathematics.

WORKLOAD PLANNING

- Provide administrative support throughout the College workload planning cycle; undertake data entry to SWARM and other tasks as directed by the Operations and Systems Manager.

PROGRAMME APPROVAL

- Provide administrative support for the College approval process as required by the Operations and Systems Senior Administrator and Manager.

PROGRAMME/MODULE DATA

- Support the Operations and Systems Senior Administrator with input/maintenance of programme and module data on SITS and other related systems.

This job description summarises the main duties and accountabilities of the post and is not comprehensive: the post-holder will be required to undertake other duties of similar level and responsibility particularly during the ongoing review of processes and procedures following the recent restructure to Colleges.

Person Specification

Competency	Essential	Desirable
Attainments/Qualifications	Graduate or equivalent experience	
Skills and Personal Attributes	Excellent communication and influencing skills in dealing with a diverse range of people / situations	
	To be able to make decisions with minimal support	
	To have a presentable appearance and manner	
	The ability to stay calm and confident in difficult or pressurised situations	
	Excellent team-working skills	
	Excellent problem solving skills	
	Excellent planning and organisation skills	
	A commitment to customer care	
	An ability to prioritise and schedule own workload in the face of conflicting demands, to ensure deadlines are met and a high quality of service is provided to customers at all times	
	Ability to work effectively with staff at all levels and to clearly communicate essential requirements, whilst understanding and empathising with others requirements and needs to build good relationships	
	Excellent IT skills including Outlook, Word and Excel and in-house IT solutions (training provided)	Experience of the use of large and complex database systems, for example, SITS, Scientia/Syllabus+
	Ability to quickly assimilate complex information	
	Willingness to learn new skills and	

	to be adaptable to change	
	Ability to review internal processes and make recommendation for improvements	
Prior Experience	Experience of working in a team	
	Experience of working in a large and complex organisation	<p>Experience in a customer service environment.</p> <p>Understanding of the Higher Education environment and HE context especially in research-led environment</p> <p>Experience of working in a student-focussed environment and experience of diversity issues</p>
Other Competencies	<p>Confident, enthusiastic and positive approach</p> <p>Confidentiality, sensitivity, integrity and versatility</p> <p>A methodical approach; an aptitude for accuracy and attention to detail</p> <p>Ability to present a professional image at all times</p> <p>A commitment to your own continuous professional development and identification of training needs</p>	

Informal Enquiries

If you would like to talk to someone informally about the role please contact Tracy Burns on 01392 725293 or t.m.burns@exeter.ac.uk

Additional Information Relating to the Post

Salary

Salary will be circa £19,056 per annum subject to knowledge, skills and experience.

An increment will be payable on 1 August each year until the top of the scale is reached (subject to being in post for 6 months and satisfactory performance). The scale will be subject to a cost of living review each year.

Hours of work

Hours of work will be 36.5 hours per week (full-time).

Overtime

When overtime is worked, by prior arrangement with your Manager time off in lieu will be given or (provided you have worked more than 36.5 hours) will be paid at time-and-a-half.

Annual Leave

The annual leave entitlement for full-time appointments is 39 days (pro rata for part-time appointments) – see our website <http://www.admin.ex.ac.uk/personnel/leave.shtml> for more information.)

Probationary Period

The appointment will normally be subject to a probationary period of one year.

References & Medical Clearance

All appointments are subject to satisfactory reference and medical checks and individuals will be required to complete a medical assessment form before appointment is confirmed. Applicants should note that the

University normally contacts referees for short-listed applicants without further advice to applicants. When advising of referees, if they are resident overseas, please ensure you supply fax numbers and/or email addresses enabling us to contact them (if necessary) without delay.

Right to Work in the United Kingdom

If you do not have the right to work in the UK, this appointment will be subject to you obtaining a tier 1 visa.

For further information, see the links to the UK Border Agency and UK Visas websites at <http://www.exeter.ac.uk/working/new/international/>. In particular you are encouraged to undertake a self assessment of your eligibility to work in the UK using the link to www.ukba.homeoffice.gov.uk/pointscalculator.

Terms & Conditions

The Terms and Conditions of Employment can be viewed on line by visiting <http://www.exeter.ac.uk/staff/employment/conditions/terms/>

Pensions

Membership of the University of Exeter Retirement Benefits Scheme (ERBS) is automatic provided that you meet the qualifying criteria for membership.

The ERBS is a contracted-out scheme and the employee's contribution is 6.25% of gross salary; the University, as your employer, contributes such sums as will be required to maintain the full benefits of the scheme. This scheme is a Career Average Revalued Earnings scheme, for further information please visit <http://admin.exeter.ac.uk/personnel/pensions>. You may opt out of the scheme: if you wish to do so, you should contact the Pensions Manager, Mrs Alison Rose (01392 263088/email a.j.rose@exeter.ac.uk) for further information and to complete the necessary documentation.

The University now operates a Pension Salary Exchange scheme. Under the rules of the scheme, new employees who become members of the pension scheme become eligible to participate in Pension Salary Exchange after three full calendar months of employment. You will automatically participate in the Pension Salary Exchange scheme from the 1st of the month following this date. However, you also have the right to opt-out of Pension Salary Exchange at any time up to the completion of three full calendar months of employment. In the event that you do not wish to participate in Pension Salary Exchange, you should request an opt-out form by contacting the Pensions Office on extension 3088 (or email a.j.rose@exeter.ac.uk).

Further information about Pension Salary Exchange is available from the Human Resources website www.admin.exeter.ac.uk/personnel or from the Pensions Office.

Short-listing Information

We will acknowledge your application by email. The University of Exeter recognises the time and effort taken to apply for a position and will contact you by email to inform you of results of shortlisting

Application Procedure and Interview Information

The closing date for completed applications is **21st March 2013**.

Data Protection Act (1998)

The information contained within your application is being requested to enable the University to make employment decisions and meet statutory obligations. Any information provided to the University in this context will be treated confidentially and used only by manager(s), member of the University, Human Resources, Superannuation and Payroll during the course of your employment. Where the application relates to a post which is externally funded this information may be passed onto the relevant funding body.