

**ROLE DESCRIPTION AND PERSON SPECIFICATION
PROFESSIONAL AND ADMINISTRATIVE STAFF**

Role Title: Departmental Administration Officer

Service: Academic Operations

Pay Band: 1

Reports to: Head of Academic Administration and Student Engagement

Purpose of Role:

To provide effective administrative support to academic staff, courses and departments to enable the efficient delivery of an excellent student experience. Comply with university policies, systems and processes.

Role Responsibilities:

- Process sessional and other contracts ensuring compliance with HR processes
- Procurement of goods and services ensuring compliance with Finance processes and procedures, including timely reconciliation of procurement card expenditure
- First point of contact for assigned departmental mailboxes and for responding to staff, student and external enquiries, providing a high-quality customer service, ensuring that any required action is taken in a timely manner
- Support course teams with the organisation of meetings, showcases, trips and other events as required
- Act as servicing officer for student voice meetings sharing minutes with Quality in a timely manner
- Assist course teams with student communications and ensure that information is up to date on the VLE and other platforms as required
- Ensure student and other data is accurately captured, tracked and stored and report issues to data owners
- Input assessment briefs and create submission portals on VLE in an accurate and timely manner. If physical submissions are required, support academic teams with receiving, storing and returning submitted work
- Work with relevant departments on the effective preparation of student/course related data and returns

- Ensure course and departmental documents and data is managed and stored in line with GDPR
- Staff the student helpdesk as required, dealing with face-to-face student queries and signposting to other departments
- Assist with start of year and recruitment activities as required by course teams and the Head of Academic Operations
- Contribute to continuous improvement of processes and working practises

General:

- Demonstrate understanding of Ravensbourne's values, culture and educational ethos and promote these through everyday practice in the role
- Work within Ravensbourne's Code of Conduct and other Rules
- Comply with all legislative, regulatory and policy requirements (e.g. Finance, HR) as appropriate
- Carry out the policies, procedures and practices of Health & Safety in all aspects of the role
- Demonstrate value and importance of equality and diversity in every aspect of Ravensbourne's work, and show commitment through everyday practice in the role
- Work in accordance with, and promote Ravensbourne's environmental sustainability policy and practices
- Works continuously to improve individual knowledge, skills and behaviours for the current role and for the longer-term, gaining appropriate professional qualifications/accreditation and maintaining membership of appropriate professional bodies as appropriate
- Make full use of all information and communication technologies to meet the requirements of the role and to promote organisational effectiveness
- Perform such other duties consistent with the role as may from time to time be assigned, collaborating fully with others to get the work done and Ravensbourne's objectives achieved

Key working relationships:

- Heads of Department, Course Leaders, course teams
- Colleagues in Academic Operations
- Staff in HR, Finance, Registry, Student Services, Quality and Planning
- Students
- Suppliers

Resources Managed

- N/A

Budgets:

- N/A

Staff:

- N/A

Other:

- N/A

Person Specification

	Essential	Desirable
Education:		
A-levels or equivalent level 3 qualification	✓	
undergraduate degree, HND or equivalent professional qualification		✓
Knowledge & Experience		
Administrative experience in a fast-paced, customer-focused environment	✓	
Experience of purchasing and following financial processes	✓	
Experience of processing, managing and storing data in line with GDPR	✓	
Experience of using Microsoft office to work efficiently and effectively	✓	
Good organisational skills, including time management, ability to prioritise tasks and excellent attention to detail	✓	
Experience of servicing meetings including producing accurate minutes	✓	
Experience of using financial and HR systems (e.g. Agresso,		✓

<p>iTrent or Stonefish)</p> <p>Experience of working in higher education</p>		✓
Skills, Abilities & Behaviours		
Customer focus and service: Has a strong customer service focus and the ability to manage stakeholder relationships and expectations.	✓	
Team working: Works collaboratively and harmoniously with staff, students and external organisations	✓	
Communication: Communicates clearly both orally and in writing. Maintains effective relationships openly and honestly, using appropriate communication channels with consideration for the audience, so that the messages (both ways) are understood and able to be acted upon.	✓	
Organising work: Organises work for optimum effectiveness, using all the resources, tools and methods available, so that the objectives of the role, team and organisation are met	✓	
Using IT: Makes optimum use of appropriate digital technology and IT systems in all aspects of the role, including the ability to operate in a Virtual Learning Environment	✓	
Problem solving and decision making: Anticipates problems or issues and deals with them creatively and constructively, asking for support if required.	✓	
Future focussed and change-ready: Is receptive to, and open minded about, change, enabling them to respond positively and creatively to changing circumstances and requirements	✓	
Numeracy and Statistics: Understands, uses and presents numerical information clearly and accurately, according to the requirements of the task in hand	✓	
Service Knowledge: Maintains, develops and applies comprehensive knowledge of all aspects of the role and keeps that knowledge and its application up to date and relevant	✓	
Professional context: Develops and maintains an understanding of how developments in the professional, legal, regulatory and educational contexts impact upon own role specifically, and Ravensbourne more generally	✓	
Continuous improvement: Has a continuous improvement mindset and actively makes or suggests improvements to processes and working practises	✓	