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| Last updated: | 25 May 2023 |

**JOB DESCRIPTION**

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| Post title: | **Senior Administrator (International)** | | |
| School/Department: | Faculty International Unit (IU) | | |
| Faculty: | Arts and Humanities | | |
| Career Pathway: | Management, Specialist and Administrative (MSA) | Level: | 3 |
| Posts responsible to: | Senior Operations Manager (International) | | |
| Posts responsible for: | Administrator (International) | | |
| Post base: | Office-based | | |

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| Job purpose |
| Ensure the provision of comprehensive, effective, and efficient administration and operational support to the local international environment and the maintenance of clear office systems and processes, including management of local administrative staff and high level support to Senior Managers. |

| Key accountabilities/primary responsibilities | | % Time |
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|  | **Academic Community Administrative Support – International Environment**   * Provide a high quality, value-added and flexible administrative service in support of the Faculty International Strategy, including anticipating requirements and taking ownership for outputs from high level meetings and official communications. * Provide administrative support to senior academics and other members of the local academic community, including the Associate Dean International * Process invoices and orders and raise requisitions, making effective use of the Agresso financial system, liaising with Finance and working within financial regulations. * Locally manage the range of HR processes and procedures to ensure compliance with University / Faculty policies and systems, to include staff recruitment and effective use of the e-recruit system; visitor arrangements; induction; probation; and appraisal arrangements, maintaining accurate records as appropriate * Gather, analyse, manipulate and interpret complex information to support the preparation of reports and data sets for local strategy and decision-making. * Provide proactive, detailed advice and guidance on processes and procedures, using judgement to suggest the most appropriate course of action. * Support Faculty level Committees and working groups and proactively contribute to the achievement of Faculty/School/Department strategic objectives. | 60% |
|  | **Events and Communications**   * Manage, organise and support Faculty level events including International travel and incoming/ outgoing delegations ensuring all activities and deliverables run efficiently by co-ordinating diaries, supporting visa applications, booking travel, accommodation, and venues, setting and communicating schedules, liaising with appropriate key stakeholder groups, managing hospitality and visitor arrangements. * Provide effective and efficient administrative support to Faculty Committees and working groups, as required, taking accurate notes, ensuring reliable record keeping and managing actions effectively. * Support effective internal communication, including the development and maintenance of Intranet sites and digital content, updating web pages (if required) liaising with appropriate stakeholders. | 15% |
|  | **Staff Management**   * Manage the local dedicated administrative function and processes, setting standards for work practices and professional behavior. * Line manage staff, including allocating workload, setting objectives and targets, carrying out induction, probation, appraisals, mentoring and supporting professional development, liaising with Senior Executive Officer as required * Ensure staff effectively and efficiently meet day-to-day operational requirements through communicating clear systems, maintenance of service standards and quality of outputs to support good time management and completion of work in an accurate and timely manner * Work proactively to resolve staffing/resource issues, liaising with line management as appropriate | 10% |
|  | **Collegiality**   * Develop and share best practice, liaising with colleagues across the faculty. * Working closely with senior colleagues, proactively review procedures and processes, ensuring they are fit for purpose and maximise efficiency, recommend improvements and implement agreed changes. * Work with colleagues / team members to support successful delivery of Faculty/School/Department International objectives. * Contribute to the development and maintenance of a collaborative and inclusive team culture. | 10% |
|  | **Other**   * Contribute (leading where appropriate) to projects or priorities as agreed with the Associate Dean International usually International environment-centred, to support planning activities for the wider Faculty. * Support the Faculty Health & Safety and Diversity agendas by promoting key messages and adherence to University / Faculty policy. * Support and promote the University’s ‘Southampton Behaviours’ and student experience initiatives and work with colleagues to embed them as a way of working within the Faculty. * Any other duties as allocated by the line manager following consultation with the post holder | 5% |

| Internal and external relationships |
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| * Faculty International Unit team members. * Academic and professional services colleagues within the Faculty. * Colleagues within other Professional Services. * External stakeholders as appropriate |

| Special Requirements |
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| * Travel to other Faculty/University sites and flexible hours of work may be required for events, meetings etc. * Travel nationally and internationally if required and agreed between Associate Dean International and postholder. * Good communication skills are essential * The use and maintenance of confidentiality in data management at all times is mandatory * The post will require the job holder to possess excellent attention to detail, alongside exceptional record keeping, interpersonal and customer service skills. |

**PERSON SPECIFICATION**

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| Criteria | Essential | Desirable | How to be assessed |
| Qualifications, knowledge and experience | * Skill level equivalent to achievement of HNC, A-Level, NVQ3 with proven work experience acquired in relevant roles and job-related training. * Ability to accurately analyse and interpret complex quantitative and qualitative data, presenting summary information in a clear and concise format. * Excellent IT skills, including standard Microsoft Office packages and confidence working with new technologies * An appreciation of the value of internationalisation in Higher Education. | * Relevant degree (or equivalent qualification or experience). * Financial administration/ budget monitoring experience. * Ability to apply a comprehensive understanding of relevant University systems and procedures | Application /Interview |
| Planning and organising | * Ability to plan and prioritise a range of one’s own, and the team’s, standard and non-standard work activities. * Ability to successfully plan and deliver administrative projects over a period of several months.(e.g. to co-ordinate an event) * Ability to organise and store office data systematically and effectively and use records appropriately. * Ability to prioritise a conflicting workload |  | Application /Interview |
| Problem solving and initiative | * Ability to provide constructive advice, analyse and interpret complex and / or specialist issues and make recommendations that support strategic decision-making. * Ability to use own initiative and suggest and implement practical, effective and considered solutions. * Ability to identify and solve problems by applying judgement and initiative to tackle some situations in new ways and developing improved methods. |  | Application /Interview |
| Management and teamwork | * Ability to effectively manage a diverse team across a range of locations ensuring they are clear about changing work priorities and service expectations. * Ability to manage self and prioritise workload including working proactively and independently on project activities. * Ability to work collaboratively with other individuals and teams, including professional services, external bodies and other stakeholders as appropriate. * Ability to effectively allocate to, and check work of staff, coaching/ training and motivating as needed |  | Application /Interview |
| Communicating and influencing | * Ability to communicate effectively and with empathy when dealing with others to influence the successful delivery of objectives. * Ability to operate and maintain confidentiality and integrity when dealing with sensitive information. * Ability to effectively communicate requirements, processes and findings verbally and in writing. * Ability to take accurate and concise minutes at complex meetings and circulate outputs within an agreed timescale. |  | Application /Interview |
| Other skills and behaviours | * Ability to interface with relevant Professional Services in the University; colleagues within the Faculty; external stakeholders; and customers. * Ability to develop good relationships. * Evidence of excellent interpersonal skills. * Ability to track devolved work (including action points) and maintain schedules, secure outcomes, and organise events and meetings * A commitment to Equality, Diversity and Inclusion. |  | Application /Interview |

**JOB HAZARD ANALYSIS**

**Is this an office-based post?**

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| Yes | If this post is an office-based job with routine office hazards (eg: use of VDU), no further information needs to be supplied. Do not complete the section below. |
| No | If this post is not office-based or has some hazards other than routine office (eg: more than use of VDU) please complete the analysis below.  Hiring managers are asked to complete this section as accurately as possible to ensure the safety of the post-holder. |

## - HR will send a full PEHQ to all applicants for this position. Please note, if full health clearance is required for a role, this will apply to all individuals, including existing members of staff.

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| **ENVIRONMENTAL EXPOSURES** | **Occasionally**  (<30% of time) | **Frequently**  (30-60% of time) | **Constantly**  (> 60% of time) |
| Outside work |  |  |  |
| Extremes of temperature (e.g.: fridge/ furnace) |  |  |  |
| ## Potential for exposure to body fluids |  |  |  |
| ## Noise (greater than 80 dba - 8 hrs twa) |  |  |  |
| ## Exposure to hazardous substances (e.g.: solvents, liquids, dust, fumes, biohazards). Specify below: |  |  |  |
| Frequent hand washing |  |  |  |
| Ionising radiation |  |  |  |
| **EQUIPMENT/TOOLS/MACHINES USED** | | | |
| ## Food handling |  |  |  |
| ## Driving university vehicles(e.g.: car/van/LGV/PCV) |  |  |  |
| ## Use of latex gloves (prohibited unless specific clinical necessity) |  |  |  |
| ## Vibrating tools (e.g.: strimmers, hammer drill, lawnmowers) |  |  |  |
| **PHYSICAL ABILITIES** | | | |
| Load manual handling |  |  |  |
| Repetitive crouching/kneeling/stooping |  |  |  |
| Repetitive pulling/pushing |  |  |  |
| Repetitive lifting |  |  |  |
| Standing for prolonged periods |  |  |  |
| Repetitive climbing (i.e.: steps, stools, ladders, stairs) |  |  |  |
| Fine motor grips (e.g.: pipetting) |  |  |  |
| Gross motor grips |  |  |  |
| Repetitive reaching below shoulder height |  |  |  |
| Repetitive reaching at shoulder height |  |  |  |
| Repetitive reaching above shoulder height |  |  |  |
| **PSYCHOSOCIAL ISSUES** | | | |
| Face to face contact with public |  |  |  |
| Lone working |  |  |  |
| ## Shift work/night work/on call duties |  |  |  |