

Candidate Information

Position:	Administrator
School/Department:	School of Nursing and Midwifery
Reference:	21/109400
Closing Date:	Monday 13 December 2021
Salary:	£34,304 - £40,972 per annum.
Anticipated Interview Date:	Thursday 6 January 2022
Duration:	Permanent

JOB PURPOSE:

Reporting to the School Manager, the Education Administrator will contribute to the development and delivery of the School's overall strategic and operational objectives. The post holder will provide high quality administrative support and advice in relation to the Education Support function of the School of Nursing and Midwifery. They will support the management of education related financial, human and physical resources and assist the School Manager in the management of the Clerical Team within the School.

This position will provide Administrative support predominantly in the area of Education Support, but the post holder will be expected to contribute to other cross-School activities in collaboration with other similar grade staff.

MAJOR DUTIES:

1. Contribute significantly to the School's strategic aims, operational plans and decision-making processes for delivery of an effective, professional service in accordance with governance requirements, University, statutory and regulatory.
2. Produce management information to identify trends and issues to enable effective planning of short, medium and long term projects to meet School objectives and take a lead role using specialist knowledge and independent judgement to make decisions where solutions are not obvious.
3. Provide administrative support for all aspects of the provision of undergraduate and postgraduate programmes.
4. Assist the School Manager in providing full administrative support for the delivery of all School taught programmes (undergraduate, postgraduate, pre and post registration) including: enrolment, timetabling, programme organisation and management, support for introduction of new courses, changes to programmes and modules, examinations and assessments, quality assurance procedures, professional accreditation, collaborative arrangements etc.
5. Advise on and support all aspects of the School's Education offer including membership of or servicing, as appropriate, Exceptional Circumstances Committees, Board of Examiner Meetings, Registration Boards, Complaints, Misconduct, Academic Offence Panels, etc, in accordance with University guidelines and standards.
6. Advise on and support all aspects of the work of the School's Education Committee, including student progress matters, Programme Approvals and Reviews, curricula accreditation, application of relevant university regulations, etc.
7. Responsibility for managing and maintaining all programme and course data on the Queen's Student Information System ensuring information is accurate and up to date in related sources by contributing to areas such as Coursefinder, KIS, Student Handbooks, School website, SharePoint sites etc.
8. Manage the School's implementation of student related policies and procedures including the Personal Tutor system.
9. Support the School Manager in developing and maintaining practices and procedures within the School, to ensure high quality delivery of all programmes.
10. Maintain and develop administrative systems to meet and enhance relevant quality assurance standards in keeping with University policies.
11. Contribute to the formulation and development of the School's education strategy and supporting plans, policies and processes by providing advice and recommendations with regard to planning, FTEs, academic workload and liaising with relevant colleagues such as the Planning Office to produce statistical information.

12. Ensure the provision of high quality support for education programmes through the supervision, appraisal, organisation, training and development of clerical staff supporting the School's Education offer.
13. Assist in the management and implementation of developments or special projects arising from strategies agreed at School Management Board/Programme Board level.
14. Provide appropriate reporting to the School Management Board.
15. Participate in the School's marketing activities including University Open Day activities, UCAS events, student recruitment activities, induction programmes and the School-based careers events.
16. Undertake any other duties that may arise, including committee servicing, that are in keeping with the grade of the post.

Planning and Organising:

1. Manage and organise undergraduate and postgraduate matters in terms of teaching, timetables, delivery of modules, contribution of teaching assistants etc. Plan and oversee timetabling and room booking requirements for School.
2. Take an active role in communicating information on new developments, statutory/regulatory changes and changing priorities to staff in the School and stakeholders as appropriate to support effective decision making, maximising quality, efficiency and continuity.
3. Plan and organise developments in the School's education provision to support the aims and objectives of the School.
4. Plan and organise support for the day-to-day delivery of taught courses. Take a lead role in monitoring and improving existing systems to support teaching, research and administration functions and developing new systems (ensuring compliance with statutory and regulatory requirements).
5. Plan and organise individual/and or team activities with an appreciation of longer term issues, ensuring plans complement and feed into broader operational plans. Plan and organise own work and that of team to maximise service quality, efficiency and continuity. Monitor progress, ensuring agreed strategy, policies and business plans are implemented and meet with professional and quality standards. Lead on the management of conflicting and changing priorities in a complex environment.

Resource Management Responsibilities:

1. Advise the School Manager, School Leadership Team and others on the management of educational resources and budgets.
2. Supervise clerical staff engaged in the support of education.
3. Contribute to resource and budget planning within own area.
4. Responsible for the monitoring of relevant budgets within limits as set out by the School Manager.

Internal and External Relationships:

1. Interact internally and externally to generate ideas and co-ordinate policy/practice developments.
2. Liaise with colleagues in relevant University Directorates, including Finance, HR, Information Services, Student Plus and Academic and Students Affairs (in particular, the Student administrative and Support Systems, Student Guidance Centre, Centre for Educational Development, Careers Service, Disability Services etc), to ensure the efficient running of all aspects of the School education programme and to develop new/improved processes and supporting systems.
3. Maintain effective working relationships with key stakeholders external to the School and University including the Nursing and Midwifery Council (NMC) and Northern Ireland Health and Social Care Trusts (HSC), maintaining appropriate communication networks and presenting a professional image appropriate to the expectations of the School.
4. Liaise with students to offer advice and resolve queries. Liaise with School Management to report on relevant administrative matters within the School. Regular contact with the School Manager, Director of Education, Deputy Head of School, Discipline Leads, and other School colleagues as appropriate.

ESSENTIAL CRITERIA:

1. * A primary degree or equivalent qualification or evidence of substantial relevant management or administrative experience.
2. * A minimum of three years relevant experience leading administrative teams, projects or processes in areas of further/higher education administration to include:
 - * Experience of planning and progressing work activities within organisational plans, policies and regulations.
 - * Experience leading large complex administration processes.
 - * Experience of managing multiple priorities and negotiating with a range of stakeholders to deliver quality output within demanding deadlines.
 - * Evidence of experience in using comprehensive systems relevant to the duties of the post.
3. * Experience of education administration.
4. * Experience of committee servicing.
5. * Experience of supervising or line managing staff.

6. * Ability to produce and analyse information to inform complex management decisions, solve problems and provide sound advice and guidance.
7. Experience of using a range of electronic systems and software for the use of creating and maintaining records, curriculum management (and reporting for management purposes).
8. Ability to produce accurate work, under pressure and within agreed deadlines.
9. Evidence of successful completion of complex tasks or projects.
10. Good presentation skills and able to communicate effectively both orally and in writing.
11. Excellent IT skills with a good working knowledge of MS Office packages.
12. Strong inter-personal skills and ability to lead, manage, develop and inspire teams.
13. Self-motivated and ability to motivate others.
14. Evidence of ability to exercise initiative and work independently.
15. Ability to maintain strict confidentiality.
16. Ability to work effectively with staff and students within the University, and a wide range of external stakeholders.
17. Flexibility and willingness to work irregular hours on an occasional basis.

DESIRABLE CRITERIA:

1. * Relevant postgraduate or professional qualification.
2. * Experience of administration in further or higher education and knowledge of quality assurance issues and practices in Higher Education.
3. * Experience and knowledge of school-based academic processes and student-related matters.
4. * Experience and knowledge of University regulations and procedures in relation to academic matters.