

Candidate Information

Position: Administrator (Student Services)
School/Department: Nursing and Midwifery
Reference: 22/110475
Closing Date: Monday 9 January 2023
Salary: £35,333 - £42,155 per annum
Anticipated Interview Date: Tuesday 24 January 2023

JOB PURPOSE:

Reporting to the School Manager, the Administrator will contribute to the development and delivery of the School's overall strategic and operational objectives and provide high quality administrative support to the Senior Management Team to ensure efficient and effective administration of education and research provision.

The post holder will provide administrative support and advice primarily in functions related to student marketing and recruitment, selection and admissions, and management of student support, engagement and experience in the School of Nursing and Midwifery. They will support the management of financial, human and physical resources and assist the School Manager in the management of the Clerical Team within the School. 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. Manage, plan, develop, attend, and deliver on appropriate marketing, communication, promotional, student recruitment and engagement strategies, activities and events including open days, school career days and liaison, orientation and induction, road shows, jobs fairs, award and prize giving events. Preparation of supporting promotional materials such as Coursefinder, Student Handbooks, School website, SharePoint and Social Media.
4. Create, develop, and maintain high quality marketing and communications content for a range of digital and non-digital channels and a diverse variety of audiences, producing engaging written and social content in line with university branding and guidelines.
5. Support colleagues in planning and promoting School events and sponsorship activities.
6. Manage, advise and support on the processes and procedures governing the Admission of UG/PGT/PGR students to the School and make recommendations in relation to the determination of admissions criteria for a range of courses to ensure that the School's overall objectives are met in terms of numbers and quality. Duties include organisation and management of the selection interviewing process for nursing and midwifery students, processing non-standard direct-entry applications and managing and utilising relevant software packages. Liaise with stakeholders as required to facilitate regional admissions processes. This will require a sound understanding of admissions procedures.
7. Provide support and provide specialist advice to prospective students, school staff, practice partners and other relevant stakeholders during the various stages of the application process and throughout the admissions cycle. Manage and support events for applicants, including presentations and preparation of material for internal and external publication to assist in marketing and recruitment of well-qualified students. Manage responses to prospective, new and existing student queries and complaints.

8. Manage all administrative processes in relation to enrolment, completion, and registration of students in accordance with university and professional regulatory body requirements. Management of student records, support for student bursary administration, provision of student transcripts/references in line with university/professional requirements.
9. Responsibility for the management of student engagement monitoring, attendance monitoring and Access NI checks in line with governance requirements, university, statutory and regulatory.
10. Management of administrative processes of the PGR student function in the School.
11. Plan, organise and participate in activities in support of student retention, student engagement and enhancing student experience by advising on, developing, and implementing strategies and action plans in collaboration with colleagues.
12. Service and engage as a full member of relevant committees and working groups as required.
13. Support the School Manager in developing and maintaining practices and procedures within the School to ensure high quality administration across the School.
14. Maintain and develop administrative systems to meet and enhance relevant quality assurance standards in keeping with University policies.
15. Ensure the provision of high-quality professional support through the supervision, appraisal, organisation, training and development of clerical staff in the School.
16. Assist in the management and implementation of developments or special projects arising from strategies agreed at School Management Board/Programme Board level. Provide appropriate reporting to the School Management Board.
17. Liaise with colleagues internally and externally and represent the School as required to ensure the needs of the school are fully met.
18. The duties of the post outlined are not exhaustive and the post holder is expected to be cooperative and flexible undertaking any other duties that may arise, that are in keeping with the grade of the post to deliver the School's objectives. These duties are subject to review in line with the changing requirements of the School and Faculty.

ESSENTIAL CRITERIA:

1. A primary degree or equivalent qualification in a relevant subject e.g. business, management, marketing, communications; or evidence of substantial relevant management or administrative experience demonstrating ability in a similar role in an educational environment.
2. *A minimum of three years relevant experience in a management role in HE administration to include:
 - Managing relationships, teams & project management in a collaborative context
 - Developing, planning & implementing marketing, communication, recruitment & engagement strategies & activities
 - Providing professional advice, guidance & support to students & staff & comprehensive knowledge and experience of third level education policies, procedures & regulations
 - Committee servicing
 - Evidence of successful completion of complex tasks or projects, managing multiple priorities & negotiating with & providing advice to stakeholders to deliver quality output within deadlines
 - Highly developed organisational, time management & analytical skills with demonstrated ability to understand/interpret data and requirements from a range of sources.
3. Excellent communicator with experience of developing reports and presenting information verbally and in writing.
4. Ability to interact confidently and professionally and build effective working relationships.
5. Excellent IT literacy and up to date knowledge of relevant computer packages, and ability to rapidly develop competence using a variety of systems relevant to the post.
6. *Experience of web authoring and managing social media to support marketing and communications objectives.
7. *Experience of planning and progressing work activities within organisational plans, policies and regulations.
8. Ability to produce accurate work, under pressure and within agreed deadlines.
9. Strong inter-personal skills and ability to lead, manage, develop and inspire teams.
10. Self-motivated and ability to motivate others.
11. Evidence of ability to exercise initiative and use of independent judgement.
12. Ability to maintain strict confidentiality.
13. Ability to manage own caseload effectively; to work as part of a team and also under pressure.
14. Ability to work effectively with staff and students within the University, and a wide range of external stakeholders.
15. Flexibility and willingness to work irregular hours on an occasional basis.

DESIRABLE CRITERIA:

1. *Relevant postgraduate of professional qualification.

2. *Experience of recruitment, admissions, student support in a further or higher education setting including working in a student facing environment providing advice and guidance and understanding of relevant policies, procedures, regulations, codes of practice and legislation which impact on HE.
3. *Experience of working within a nursing and midwifery school or allied healthcare school.
4. *Experience of report writing and development of policies in the working environment.
5. *Experience and knowledge of university school-based processes and student-related matters.