

## **Academic Support Officer - School of Nursing and Midwifery - Grade E**

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### Job Description

#### **Purpose**

To assist to the School Leadership Team (SLT), providing administrative support and guidance to academic staff on University processes, dealing with day-to-day enquiries from staff and students.

To provide clerical support for the School Research strategy organising regular meetings, conferences, and events to promote research, and maintain current information to assist with communication and coordination.

To liaise and communicate effectively with internal and external stakeholders demonstrating a robust knowledge and understanding of the University making an active contribution to the improvement of the student experience.

#### **Duties**

1. To provide support to academic colleagues with financial processes in relation to procurement in line with Financial Regulations. Ordering and maintaining School stationery supplies, sourcing, and setting up new suppliers using the procurement management system Business World, obtaining quotes and approvals, raising purchase orders, goods receipting and dealing with queries.
2. To liaise with the Placements Team, Course Leaders, and our Uniform supplier, to ensure timely ordering of student uniforms including arranging Uniforms Briefing sessions, confirming student numbers, raising purchase orders, and triaging student queries in relation to standard uniform supply and additional uniform requests.
3. To support the Associate Dean for Research and Knowledge Exchange with diary management to organise and service meetings including minuting, and organising events and conferences supporting research activities as required to meet School Research objectives.
4. To support the Degree Apprenticeship programmes in relation to associated costs for End Point Assessment and functional skills.
5. To work with the academic colleagues and the Student Union, to create and maintain accurate lists of Course Representatives and to arrange course meetings to support the annual Course Review.
6. To assist the School Operations Manager in ensuring accurate course data, and maintain accurate information within the School SharePoint site to support School business and communication.
7. To undertake when required, Adhoc requests from the Dean of School to support academic colleagues with specific projects, such as organising events, using specific systems to store or communicate information.

8. To support where required, University wide-events such as Open/Applicant Days, Clearing, Graduation, Welcome and Registration.
9. To comply with legislation and regulations on GDPR, freedom of information and intellectual property rights and maintaining standards of security and confidentiality.
10. To proactively engage in relevant personal and professional development to ensure currency of skills and knowledge required by the School.
11. To make a positive contribution to the team, maintain appropriate office cover and support a range of administrative functions in support of the School Operations Manager.

## Person Specification

### **Knowledge, Skills, and Behaviours (Essential)**

- Experience of managing a varied and demanding workload using initiative and excellent organisational skills, with ability to meet conflicting deadlines and prioritise own workload. (Application/Interview)
- Experience of working in a customer service environment. (Application/Interview)
- Experience of financial administration. (Application/Interview)
- A range of GCSEs, including English Language and Maths at Grade C or above, or appropriate equivalent experiential learning. (Application)
- Evidence of both strong written and verbal communication skills to quickly assimilate and communicate complex information. (Application/Interview)
- Ability to service meetings including Minute taking skills. (Application/Interview)
- Proficiency in the use of IT and Microsoft Office suite of packages and digital technologies. (Application/Interview)
- Ability to work collaboratively with all key stake holders and colleagues. (Application/Interview)
- Evidence of working unsupervised, being able to adapt to change, being solution-focused, using initiative and making decisions. (Application/Interview)
- Ability to be tactful and to maintain confidentiality with a high degree of self-motivation, flexibility, and a positive and proactive approach. (Application/Interview)
- An awareness of confidentiality, GDPR and matters of IT security (Application/Interview)
- An understanding of and demonstrable commitment to the University's Values of Achieving Together, Being Proud, Creating Opportunity and Supporting All, as a framework for decisions, actions and behaviours (Application/Interview)

### **Knowledge, Skills, and Behaviours (Desirable)**

- Experience of working in an education environment (Application/Interview)
- An awareness of HEI Research administration. (Application/Interview)

- Experience of diary management. (Application/Interview)