

Academic Support Officer - School of Pharmacy and Biomedical Sciences - Grade E

Job Description

Purpose

To provide proactive assistance to the School leadership team, including administrative support, advice and guidance to academic staff on University processes and supporting day-to-day enquiries from staff and students as required.

To liaise and communicate effectively with internal and external customers demonstrating a robust knowledge and understanding of the University.

Duties

1. To provide guidance to academic staff on University self-service systems and processes in liaison with other Professional Services, working to embed consistent standards of good administrative practice.
2. To assist with monitoring and administrative tasks in relation to accrediting and regulatory bodies requirements e.g. General Pharmaceutical Council (GPhC) and Institute of Biomedical Sciences (IBMS)
3. To support Pharmacy placement tariff payments including raising purchase orders in line with University Financial Regulations
4. Contribute towards the co-ordination of assessments in the school, including the use of the Maxinity examination software, planning, supporting clinical OSCE assessment including coordination on the days of the assessments to support academic staff.
5. To provide support for academic staff with financial processes in relation to procurement and travel activity required for course delivery,
6. To be responsible for use of Purchasing Card for agreed purchasing and daily processing of purchase orders and travel forms, source quotes and manage payments for UK travel requests including conferences, event bookings and educational trips, as directed by the School Leadership Team.
7. To arrange purchasing of student uniforms and equipment to support the academic delivery of the course.
8. Liaison with internal and external customers and suppliers to solve enquiries.
9. To support where required, University wide-events such as Open/Applicant Days, Clearing, Graduation, Welcome and Registration.
10. To comply with legislation and regulations on GDPR, freedom of information and intellectual property rights and maintaining standards of security and confidentiality.
11. With regards to the nature of your role and its impact upon our students, make an active contribution to and support the improvement of the student experience.
12. To undertake such other relevant duties and responsibilities, appropriate to the grade as may be determined by the line manager.

Person Specification

Knowledge, Skills, and Behaviours (Essential)

- Experience of managing a varied and demanding workload using initiative and excellent organisational skills (Application/Interview).
- Experience and confident in the use of Microsoft Office suite of packages, electronic diary and filing systems (Application/Interview).
- Experience of servicing meetings and of organising, updating, and maintaining accurate records and information (Application/Interview).
- Experience of providing good customer service and assimilating large volumes of information to support customer service delivery (Application/Interview).
- A range of GCSEs, including English Language and Maths at Grade C/Grade 4 or above, or appropriate equivalent experiential learning (Application).
- Demonstrable evidence of both strong written and verbal communication skills to outline objectives and present information clearly and succinctly (Application/Interview).
- Strong planning and organisational abilities to meet conflicting deadlines, with demonstrable ability to prioritise own workload (Application/Interview).
- Proven ability to work consistently, with attention to detail, under pressure and meet deadlines (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 problem solve, contribute ideas and solutions, and demonstrate initiative and flexibility (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 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).
- Experience of financial administration (Application/Interview).
- Experience of various IT platforms such as SharePoint and Business World (Application/Interview).
- Level 3 qualifications (e.g., A-levels, BTECs, T-levels) (Application)