



## 1. Advertisement

**Post Title:** Administrative Assistant

**School/department:** Student Experiential Services / Division of Student Experience

**Hours:** Full time or part time hours considered up to a maximum of 36.5 per week. Requests for [flexible working](#) options will be considered (subject to business need).

**Contract:** Permanent

**Ref:** 20090

**Salary:** starting at £22,630 to £23,662 per annum, pro rata if part time

**Placed on:** 06 March 2023

**Closing date:** 21 March 2023

**Expected interview date:** to be confirmed

**Expected start date:** to be confirmed

We are seeking to appoint an enthusiastic, dedicated and highly motivated individual to join the Student Experiential Services administration team. The post will operate flexibly across the Student Experience division, as part of a team providing comprehensive administrative support to facilitate high quality and efficient delivery, across our student-facing services. Applicants should have a passion for delivering a high quality service, excellent attention to detail, and experience of working in a fast-paced environment.

For an informal discussion please contact Wendy Tozer [w.j.tozer@sussex.ac.uk](mailto:w.j.tozer@sussex.ac.uk)

For full details and how to apply see our [vacancies page](#)

*The University of Sussex values the diversity of its staff and students and we welcome applicants from all backgrounds.*

## 2. The School / Division

The Division for the Student Experience provides a range of administrative, academic and support services focussed on improving the student experience, both directly to students and also to colleagues in Schools and Departments.

This post is located in the Student Experiential Services team (SES), which is focused on the delivery of services to the Division, using staff and student insight to create efficient processes and use of systems. The role will be liaising with multiple services and teams to ensure all students are able to access and benefit from the varied offer of the Division.

## 3. Job Description

Job Description for the post of: **Administrative Assistant**

Department

Student Experiential Services

Grade	3
Responsible to	Operations Officer, Student Experiential Services
Purpose of the post:	<p>The post will provide comprehensive administrative support to facilitate high quality and efficient delivery of all our student-facing, support and registry services.</p> <p>The post holder will work as part of a team to maintain effective systems and processes across the range of administrative support functions.</p>

**Principal responsibilities:**

1. To provide a quick, efficient and effective administrative service to all teams within the Student Experience division, supporting the team in taking a proactive approach to identifying and responding to support needs, identifying and acting on opportunities for improvement
2. To act as the first point of contact for enquiries from staff, and on occasion students, dealing professionally with face to face, telephone and email enquiries, providing quick and accurate responses and maintaining effective communication to keep enquirers updated on progress and resolution
3. To maintain systems for effective document management, using standard systems and following accepted conventions of storage, naming and hierarchy, with an awareness of version control and data protection requirements
4. To support colleagues in specialist teams across the division with the preparation and updating of documentation, including student records, policies, procedures and guidance, maintaining a centralised library
5. To contribute to the updating and production of specialist content relating to individual teams within the division, including web and print-based information, marketing and publicity materials
6. To support the maintenance of staff and student facing divisional information across the University, including noticeboards and web pages, working with service teams to ensure it remains accurate and current
7. To act as a central point for any buildings and facilities issues within the division, reporting problems following appropriate procedures, and following up to resolution
8. To support the effective delivery of all regular administrative functions across the division, including distribution of post, maintenance of sickness and leave records, maintaining team and senior staff diaries and booking appointments
9. To support events and meetings: booking rooms and catering via the appropriate systems, preparing and circulating papers, and taking minutes
10. To support the coordination of internal divisional communications, including e-bulletins, seeking input to content, editing and distributing
11. To order goods to support the running of the department, maintaining an awareness of stock levels where relevant, and raising purchase orders through the Finance system

12. To develop and maintain professional relationships of respect, trust and support with all staff, to continuously improve the handling of student enquiries
13. To promote and publicise the services and functions of the Student Experience Division throughout the University
14. To play a role in all department-wide initiatives and developments to enhance and improve the student experience
15. To identify students who may be at risk of harming themselves or others and to invoke emergency procedures or referrals where necessary, ensuring that duty of care responsibilities are discharged at all times
16. To deal with all matters sensitively and discretely at all times abiding by relevant confidentiality and data protection policies
17. To help maintain a safe working environment by attending training as necessary and to carry out responsibilities with due regard to the University Equal Opportunities and Health and Safety Policies
18. To undertake any other duties that may reasonably be required

### Person Specification

Knowledge & Qualifications	Essential	Desirable
• Experience of using Microsoft Office products in an administrative setting	X	
• Experience of performing an administrative role within a large / complex organisation	X	
• Experience of developing and implementing administrative systems and processes		X
• Experience of operating finance systems		X
• Knowledge of data protection requirements and implications	X	
• Knowledge of student support or registry services within a higher education context		X
• First Degree or equivalent		X
Skills & Competencies	Essential	Desirable
• Experience of working effectively as part of a team within an HE or similar environment	X	
• Excellent administrative and organisational skills	X	
• Ability to multi-task, prioritise workloads and work independently in a busy environment	X	
• Highly developed interpersonal, communication and problem solving skills and the ability to stay calm and confident in difficult/pressurised situations	X	
• Ability to respond quickly to situations, assessing the need and adapting the approach accordingly	X	
• Experience of establishing appropriate professional relationships with customers and colleagues, recognising necessary and appropriate boundaries	X	
• Ability to network with professional colleagues within the sector		X
• IT literate, with an understanding of reporting tools	X	