



1. Advert

Post Title: Administration officer

Division: Student Experience

Hours: Full-time considered up to a maximum of 36.5 FTE

Requests for [flexible working](#) options will be considered (subject to business need).

Location: Brighton, United Kingdom

Contract: Permanent

Reference: 21513

Salary: starting at £24,533 to £27,979 per annum, pro rata if part-time

Placed on: To be confirmed

Closing date: tbc. Applications must be received by midnight of the closing date.

Expected interview date: 21st-22nd September

Expected start date: End of October

About the role

We are seeking to appoint enthusiastic, dedicated and highly motivated individuals to join the Student Experiential Services team. The posts will operate flexibly across all teams within the Student Experience division, providing comprehensive administrative support to facilitate high quality and efficient delivery of all 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, results-driven environment.

The School / Division

The Directorate 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 continuous improvement of all our services, using student insight and customer experience approaches to inform service design.

About our Division

Our Student Experience is all about our Students. We work diligently to ensure that all our students are supported and have positive meaningful experiences in our University. We are led by our Student Experience Director and her Leadership team. Our services focus on Academic Quality, Student Data & Records, Careers & Entrepreneurship, Advice & Guidance, Complaints & Conduct, and Student Wellbeing. We work collaboratively with our Schools and Divisions to ensure our students have environment that will further enhances their potential and equip them to pursue their goals and aspirations.

Why work here...

Our University is situated just off of the A27, next to the beautiful South Downs where you will enjoy everything that our 150-acre campus has to offer. We are easily accessible by public transport; a 5-minute walk from the train station and bus stops within the campus. We have dedicated cycling paths and encourage our staff to cycle to work with our offering of a cycle to work scheme.

Sussex is a renowned, research-led International University and this is only possible because of the people that work here. Whether you are Faculty, Student, or a member of a Professional Services Team, it's our people that make us great and we want you to be part of that.

The benefits that you will receive from day one:

- Generous pension scheme 12% total Pension Scheme.
- Life insurance of up to 3 times your annual salary for any pension-enrolled employees.
- Purchase additional Annual Leave through our Scheme for a great home and work life balance
- Discounts of public transport, Cycle to work Scheme, and special rates in hotels in Brighton and the Sussex region.
- Discounts on high-street shops through our Rewards partner, along with a Cash back Health Plan.
- Considerable discount on our on-site Gym Facilities because we care about our employees' Health and Wellbeing.

Please contact Cathy Acton-Stewart c.a.acton-stewart@sussex.ac.uk for informal enquiries

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.

Please note: The University requires that work undertaken for the University is performed from the UK.

Job Description and Person Specification

Job Description for the post of: Administrative Officer

Division: Student Experience

Department: Student Experiential Services

Location: Bramber House / Student Centre / Therapeutic Services

Grade: 4

Responsible to: Operations Officer, Student Experiential Services

Responsible for:

The post will provide comprehensive administrative support to facilitate high quality and efficient delivery of all our student-facing, support and registry services.

The post holder will take responsibility for developing and maintaining effective systems and processes across the range of administrative support functions, ensuring clear understanding and consistent application across the division.

Principal responsibilities:

1. To provide a quick, efficient and effective administrative service to all teams within the Student Experience division, 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 take a lead on devising and maintaining 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 take a lead on supporting 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 oversee the maintenance of staff and student facing divisional information across the University, including noticeboards and web pages, proactively monitoring for accuracy and working with service teams to ensure it remains current
7. To act as a central point for any buildings and facilities issues within the division, taking responsibility for ensuring that problems are reported following appropriate procedures, and are followed up to resolution
8. To establish and 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 coordinate internal divisional communications, including e-bulletins, devising formats, seeking input to content, editing and distributing

11. To take responsibility for the ordering of goods to support the running of the department, advising colleagues on the policy and process, maintaining an awareness of stock levels where relevant, and raising purchase orders through the Finance system
12. To support budget holders with the preparation and review of budgets, including liaising with Finance Business Partners, running reports from the Finance system, and producing spreadsheets
13. To develop and maintain professional relationships of respect, trust and support with all staff, to continuously improve the handling of student enquiries
14. To promote and publicise the services and functions of the Student Experience Division throughout the University
15. To play a role in all department-wide initiatives and developments to enhance and improve the student experience
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
<ul style="list-style-type: none"> • Experience of using Microsoft Office products in an administrative setting 	X	
<ul style="list-style-type: none"> • Experience of performing an administrative role within a large / complex organisation 	X	
<ul style="list-style-type: none"> • Experience of developing and implementing administrative systems and processes 	X	
<ul style="list-style-type: none"> • Experience of operating finance systems 		X
<ul style="list-style-type: none"> • Experience of acting as Secretariat to high level meetings or committees 		X
<ul style="list-style-type: none"> • Knowledge of data protection requirements and implications 	X	
<ul style="list-style-type: none"> • Knowledge of student support or registry services within a higher education context 		X
<ul style="list-style-type: none"> • First Degree or equivalent 		X
Skills & Competencies	Essential	Desirable
<ul style="list-style-type: none"> • Experience of working effectively as part of a team within an HE or similar environment 	X	
<ul style="list-style-type: none"> • Excellent administrative and organisational skills 	X	
<ul style="list-style-type: none"> • Ability to multi-task, prioritise workloads and work independently in a busy environment 	X	
<ul style="list-style-type: none"> • Highly developed interpersonal, communication and problem solving skills and the ability to stay calm and confident in difficult/pressurised situations 	X	

<ul style="list-style-type: none"> • Ability to respond quickly to situations, assessing the need and adapting the approach accordingly 	X	
<ul style="list-style-type: none"> • Experience of establishing appropriate professional relationships with customers and colleagues, recognising necessary and appropriate boundaries 	X	
<ul style="list-style-type: none"> • Experience of providing guidance on systems and processes to ensure their consistent application 	X	
<ul style="list-style-type: none"> • Ability to network with professional colleagues within the sector 		X
<ul style="list-style-type: none"> • IT literate, with an understanding of reporting tools 	X	