



Administrator
13052015

Job Title	Faculty Administrator
Faculty/ School/Department	BIFCA
Responsible to:	Assistant Dean
Job Purpose	
Provide high quality, efficient and effective administration support with responsibility for a wide range of administrative duties to deliver efficient services within BIFCA. Working closely with the Academic Administrator to ensure the effective delivery of the full range of administrative services	

Main activities and responsibilities



1. Provide high quality administrative support services to support the Assistant Dean, academics, and other colleagues in the overall operation of BIFCA
2. Provide support to the Assistant Dean for internal meetings: making meeting arrangements, producing and distributing agendas, papers and minutes
3. *Provide administrative support to the Academic Staff to organise Staff-Student Liaison Committee meetings: making meeting arrangements, producing and distributing agendas, papers and minutes,*
4. Maintaining effective records of all meetings and recording and following up action points and communicating actions and outcomes from meetings.
5. Undertake administrative key aspects of budgetary administration including monitoring of income and expenditure and assisting with preparations for budget setting and end of year reporting
6. *Supporting academic staff with students assessments including generating feedback forms, managing hand-in of student work in digital and physical form.*
7. *Work with the Academic Administrator) to ensure the effective delivery of administrative services at periods of peak demand*
8. *Work with the Academic Administrator to ensure the maintenance of an annual calendar of all BIFCA meetings and events*
9. Make arrangements for travel, (including visas), facilities and hospitality for visiting academic colleagues.
10. Maintain inventories and supplies of equipment and consumables (such as stationery).
11. Responsible for all aspects of the progression of students through the 2+2 arrangement including liaising with the BCU China Office to ensure the effective promotion of the arrangement to students and parents, maintaining an accurate database of students intending to follow the arrangement, answering queries from students and parents and BCU China Office.
12. Respond to queries or requests for support from students, colleagues or visitors. Assist in obtaining responses to more complex queries
13. Plan, manage and prioritise own workload to ensure that deadlines are met, anticipating problems with achievement of objectives and either seeking help or resolving issues in a timely manner.
14. Provide administrative support for BIFCA projects
15. Play a full part in the Programme Administration team, maintaining knowledge of the work done by others and assisting and / or providing cover for them where necessary.



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Additional Key Requirements:

Communication

Communicate information to colleagues. Provide advice and support to visiting academics and colleagues who may be unfamiliar with local procedures.

Teamwork and collaborative working

It is expected that the Faculty Administrator will work collaboratively with colleagues to ensure that a responsive and effective faculty administration service is provided. This may include a degree of flexibility to work across different areas, provide assistance for a variety of different courses and programmes, support colleagues at times of peak demand or to help cover holidays and other absence.

Initiative, problem solving and decision making

Resolve day to day operational problems where possible, and refer those that cannot be resolved to others in a timely manner.

In dealing with student queries, provide reliable advice or resolution where possible and accurately identify those that require referral to other areas.

Provide suggestions for improvement of programme administration processes.

Work environment

Be aware of the risks in the work environment and their potential impact on their own work and that of others.

Ensure that appropriate risk management processes are operational within own areas of responsibility.

Person Specification

- Education to first degree level is desirable.
- A high level of literacy and numeracy
- Excellent IT skills including advanced knowledge of web based solution, word processing, spreadsheet and presentation software packages, preferably Microsoft Word, Excel and PowerPoint.
- Proficiency in the use of the SITS student record system is desirable
- Experience of providing high quality customer service in a complex environment.
- Experience of a student-facing role in higher or further education is desirable.
- Experience of maintaining student or other complex records accurately.
- Experience of working successfully as part of a team.
- Ability to communicate clearly and in appropriate language with students and colleagues both orally and in writing.
- Ability to understand and explain complex regulations to students and colleagues.
- Ability to manage own time and workload.
- Excellent interpersonal skills with the ability to support, guide and inform as necessary.

The Association of University Administrators (AUA) professional behaviours framework provides further useful information on key competencies relevant to University administration roles.



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Special requirements

May be required to work outside normal office hours to effectively support University operations and events. This will require flexibility, especially at times of peak activity.

Expectations of all staff**Professional standards**

All staff employed by Birmingham City University are expected to exhibit high professional standards which promote and demonstrate the University's core values of Excellence, People Focused, Partnership Working, Fairness and Integrity.

Equal Opportunities

All staff are expected to understand and enact the University's commitment to ensuring equality and diversity in all activities. This commitment is enshrined in the Equality Statement and core values.

Dignity at work

Every member of staff has a responsibility to ensure colleagues are treated with dignity and respect.

The University is committed to creating a work environment for all staff that is free from harassment, intimidation and any other forms of bullying at work, where everyone is treated with dignity, respect and professional courtesy.

Health and safety

The arrangements for meeting the University's health and safety objectives are contained in the Birmingham City University Health and Safety Policy. This includes the responsibilities of key staff and procedures covering the main activities of the University.

All staff are expected to take reasonable care of themselves and those that may be affected by their actions.

Dress code

The University does not operate a formal dress code for its employees, other than for those who are provided with uniform and/or protective clothing. However, employees must ensure that their dress is professional, reasonably smart and appropriate for the situation in which they are working. All staff should ensure that they present a professional image and one that reflects sensitivity to customer perceptions. This may reflect their ethnicity and lifestyle, but should not be provocative or cause offence to those with whom they have contact.

Citizenship

All staff are expected to adhere to good citizenship, being generous with help and support to others, collaborating with colleagues and working for the benefit of the University as a whole. In particular working to provide a positive student experience and achieving excellence in all the University's activities.

This job description indicates the expectations of staff at this level. Job descriptions are not exhaustive and you may be required to undertake other duties of a similar level and responsibility.

Programme

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