

**Job Description: Professional Service Positions**

|  |  |
| --- | --- |
| **College/School:** | Marketing, Recruitment and International |
| **Job Title:** | Administrative Assistant |
| **Department/Subject:** | Academic Partnerships Department |
| **Salary:** | **£25,138 - £27,979 per annum (pro rata) together with NEST pension benefits***The normal expectation is that the successful applicant will be appointed to the minimum of the scale with annual increments on 1 August each year (subject to completing six months service).*APM Grade 5 |
| **Hours of work:** | Full-time: 35 hours per week (100% FTE) |
| **Contract:** | Fixed term 31 December 2024 |
| **Location:** | This position will be based at the Singleton Campus |

|  |  |
| --- | --- |
| **Introduction** | To deliver its sustainable top 30 ambition Swansea University needs a professional services workforce with the differentiated skills necessary to ensure that it can deliver excellence through efficient and effective systems and processes that harness innovations in technology. |
| **Background information**  | This role will involve providing administrative support to the projects teams within the Academic Partnerships Department, including specific administrative functions necessary to ensure the effective operation of collaborative partnerships, and duties associated with the management and operation of the office. The post holder will act as the main point of contact for the Academic Partnerships Department. The post holder will be expected to be competent in Microsoft applications and financial management systems. The post holder will be expected to have suitable experience in a similar role and be familiar with processes of the University or similar organisations. Excellent communication skills including the ability to liaise with senior University staff and external bodies will be essential to this role. |
| **Main Purpose of Post** | 1. Managing the day-to-day activity of the Department including: diary management, travel arrangements, expenses claims, production of reports, departmental processes, conference attendance, office supplies.
2. Providing administrative support to collaborative teaching projects with international and UK partners
3. Providing administrative support for the annual monitoring process
4. Deal with all APD enquiries, including managing generic email inboxes.
5. Maintaining the official reports and records of each partnership, including the contractual agreements and key documents
6. Responsible for organising and managing partnership electronic and paper files.
7. Providing assistance with departmental financial operations
 |
| **General Duties** | 1. To fully engage with the University’s Performance Enabling and Welsh language policies
2. To promote equality and diversity in working practices and to maintain positive working relationships.
3. To lead on the continual improvement of health and safety performance through a good understanding of the risk profile and the development of a positive health and safety culture.
4. Any other duties as directed by the Head of Department, or their nominated representative expected within the grade definition.
5. To ensure that risk management is an integral part of your day-to-day activities to ensure working practices are compliant with the University's Risk Management Policy.
 |
| **Professional Services Values** | All Professional Services areas at Swansea University operate to a defined set of Core Values -[Professional Services Values](https://www.swansea.ac.uk/the-university/values/professional-services-values/) and it is an expectation that everyone is able to demonstrate a commitment to these values from the point of application through to the day to day delivery of their roles. Commitment to our values at Swansea University supports us in promoting equality and valuing diversity to utilise all the talent that we have. **We are Professional**We take pride in applying our knowledge, skills, creativity, integrity and judgement to deliver innovative, effective, efficient services and solutions of excellent quality**We Work Together**         We take pride in working in a proactive, collaborative environment of equality, trust, respect, co-operation and challenge to deliver services that strive to exceed the needs and expectations of customers.**We Care**We take responsibility for listening, understanding and responding flexibly to our students, colleagues, external partners and the public so that every contact they have with us is a personalised and positive experience.Commitment to our values at Swansea University supports us in promoting equality and valuing diversity to utilise all the talent that we have. |
| **Person Specification** | **Essential Criteria:****Values:*** Demonstrable evidence of taking pride in delivering professional services and solutions
* Ability to work together in an environment of equality, trust and respect to deliver services that strive to exceed the needs and expectations of customers
* Demonstrable evidence of providing a caring approach to all of your customers ensuring a personalised and positive experience

**Qualification:*** Educated to A-Level standard or equivalent work experience

**Experience:*** Experiencein managing competing work demands
* Experience of working autonomously to deliver complex processes
* Experience of financial operations
* Experience of providing administrative support to projects including production of meeting reports and actions.

**Knowledge and Skills:*** Understanding of higher education provision in the UK
* Ability to clearly and accurately communicate processes and procedures verbally and in writing
* Evidence of excellent IT skills, to include all Microsoft Office packages, MS Teams, SharePoint, spreadsheets and databases.
* Excellent communication skills, including the ability to present information effectively to varied audiences
* An ability to work well as part of a team
* Efficient record keeping, archiving and data retrieval skills
* Excellent organisation skills to ensure that all deadlines are met and that work is prioritised
* Close attention to detail and the ability to work accurately within deadlines
* Well organised and self-motivated, with a proven ability to deliver outputs on time and to a high standard
* Ability to use initiative and problem solving to resolve day-to-day problems relating to the area of work
* A commitment to continuous professional development and the willingness and ability to keep up to date with changes in regulations and guidelines

**Desirable Criteria:*** The ability to communicate in Welsh
* Thorough knowledge of Swansea University systems and processes
 |
| **Additional Information** | Informal enquiries are welcome and may be made to Bernadette Stratford, Associate Director of Academic Partnerships by email at: b.stratford@swansea.ac.uk**Further details about Academic Partnerships Department can be found at:** https://www.swansea.ac.uk/the-university/academic-partnerships/ |

  