

JOB DESCRIPTION

Job Title:	Admissions Administrative Assistant
Grade:	Grade 4
Department:	Admissions Department
Reporting to:	Admissions Officer

PURPOSE OF ROLE

To provide support to undergraduate (UG) or postgraduate taught (PG) admissions processes within the annual admissions cycles.

- Recording and processing of information and data
- Responding to enquiries and processing applications
- Involvement in recruitment and selection events

MAIN DUTIES AND RESPONSIBILITIES

- Prompt and accurate processing of applications following standard procedures and making note of applications requiring special attention.
- Dealing with enquiries from internal and external staff, applicants and prospective applicants and their families and other visitors in person, by e-mail, telephone and writing and forwarding these where appropriate.
- Dealing with straightforward requests for information, responding with standard information, passing more complex queries to superiors.
- Creation and maintenance of applicant files.
- Formal communication with candidates either in name of Admissions Officer or own name in accordance with agreed levels of authority.
- Maintaining central databases (such as SITS and Hobsons) and any office systems (for example relating to enquiries and attendance numbers on visit days).
- Where appropriate, updating of data and applicant status in order to issue Certificate of Acceptance of Studies (CAS) to enable applicants to secure a visa according to Tier 4 guidance.
- Liaison with Operations support team regarding changes to application records e.g. late deferrals and changes to course codes etc.
- Assisting at Visit and Selection Days and University Open Days, in collaboration with the relevant academic staff.
- Updating relevant admissions and publicity websites and publications.
- Ordering and maintaining supplies of general information leaflets (Accommodation office leaflets, Sportspark and Norwich tourist information leaflets) sufficient for application packs etc.
- Collation and despatch of joining instructions.

- Assisting with registration and induction of new students and other signing-in events as appropriate.

GENERAL INFORMATION

All role holders are expected to undertake such other appropriate duties as may be requested.

JOB DESCRIPTION

Job Title:	Admissions Officer
Grade:	Grade 6
Department:	Admissions Department
Reporting to:	Assistant Head of Admissions (UG/PGT)

PURPOSE OF ROLE

The post holder will take responsibility for all aspects of the admission of undergraduate (UG) or postgraduate taught (PGT) students to programmes of study within the University including responsibility for the day-to-day smooth and efficient running of the UG or PGT Admissions Teams on behalf of the Assistant Head of Admissions (UG/PGT).

The post holder will be expected to effectively lead and manage a team who will each be aligned to a particular group of schools or courses although flexibility to help other subjects is essential at peak periods.

MAIN DUTIES AND RESPONSIBILITIES

- Providing information on programmes to enquirers, potential students and their parents about courses offered within the university, dealing with one or more subject areas in particular;
- Working closely with ARM colleagues to ensure the accuracy of admissions information in printed publications, UEA website and third party websites including UCAS; making updates where appropriate
- Working collaboratively with colleagues to deliver continuous improvement of admissions systems and processes
- Ensuring that UG or PGT applications are processed promptly and accurately, according to agreed processes and targets
- Ensuring a consistent approach to decision making, and making decisions on applications received within parameters set by the relevant School (s) of study
- Dealing with borderline admissions cases and referring as necessary to academic admissions director to get a decision.
- Compiling relevant admissions statistics necessary to inform decision making at school or course level
- Liaison with the Dean of Students Office regarding applicants with special requirements

- Where relevant, maintaining close liaison with the CRB to ensure that criminal record checks are undertaken on candidates offered places for admission
- Assist in the organisation and co-ordination of the registration and induction of new students
- Where necessary for international applicants, ensuring student records are correct in order to issue the Certificate of Acceptance of Studies (CAS) certificates are correctly issued to students in order for them to secure their student visa.
- Working with other parts of the office with regard to the development and implementation of admissions policies and initiatives
- Providing appropriate leadership, guidance and support to supervised staff, maintaining high levels of performance and morale
- Assisting in the recruitment, management and appraisal of secretarial and clerical staff.

GENERAL INFORMATION

All role holders are expected to undertake such other appropriate duties as may be requested.

JOB DESCRIPTION

Job Title: Admissions Systems Manager
Grade: Grade 7
Department: UK/EU Admissions Department
Reporting to: Head of Admissions
Responsible for: Operations and Training Office

PURPOSE OF ROLE

The role holder will be responsible for managing the operations and training team within the UK/EU Admissions Department. The post holder and their team will act as liaison between the admissions teams and both internal and external stakeholders.

Externally the role holder will liaise with UCAS and other relevant bodies to ensure admissions information and guidance is correctly cascaded across the admissions teams. Internally the role holder and their team will liaise with admissions teams to ensure they are trained on the correct use of our internal SITS database.

In addition the role holder is expected to develop the admissions systems and services to ensure the university remains both efficient and competitive. This includes updating of the SITS system and becoming expert users of the system.

MAIN DUTIES AND RESPONSIBILITIES

- To liaise regularly with the Universities and Colleges Admissions Service and guide admissions staff through the annual admissions cycle
- To manage provision of the help desk service for all admissions staff and INTO based admissions staff, advising on matters of process and procedure, and offering training where required
- Making presentations to admissions colleagues at training and information sessions
- To deal with admissions appeals, and applications of a non-standard nature such as applicants who possess a previous criminal conviction.
- To produce statistical reports using corporate enquiry and admission systems in order to provide detailed management information and support admissions and recruitment strategy

- To programme standard letters in the admissions system (SITS) using HTML and/or SRL
- To administrate corporate enquiry and admissions systems, actively contributing to their development
- To coordinate delivery of the retention mailings to enquirers and applicants
- To produce budgetary reports and oversee financial arrangements and purchasing relating to the Operations team.
- To line manage the one operations team and their duties
- Providing support to the Admissions and recruitment team with other recruitment and admissions duties
- To contribute to Divisional projects as required

GENERAL INFORMATION

All role holders are expected to undertake such other appropriate duties as may be requested.

JOB DESCRIPTION

Job Title: Assistant Head of Admissions (Postgraduate Taught)
Grade: Grade 8
Department: Admissions Department
Reporting to: Head of Admissions
Responsible for: Postgraduate Taught Admissions Office

PURPOSE OF ROLE

As part of their particular post within the Admissions Department structure, the Assistant Head of Postgraduate Taught Admissions takes a leading role in:

- the development of administrative and management systems and process in the areas outlined below;
- the delivery of postgraduate taught admissions services;
- the development and implementation of UKBA policy and operations to ensure University meets all requirements of Highly Trusted Sponsor status; and
- the management of staff teams delivering these services.

Within their area of work, the Assistant Head should be a source of strategic and professional advice and support to the Head of Admissions, Director Admissions and Recruitment, Associate Deans for Admissions, Heads of School and School Directors. In addition, they should provide direction and leadership to the support staff under their direct management.

MAIN DUTIES AND RESPONSIBILITIES

- To act as a knowledgeable interface on postgraduate admissions practices.
- To facilitate the smooth running of corporate administrative systems in the university and to ensure that the needs of the postgraduate taught admissions and UKBA teams are articulated with the development of central and corporate systems.
- To support the development of initiatives and strategy relating to admissions practices and admissions policy.
- To be a source of advice to academic and administrative staff across the University.
- To understand the requirements of the Freedom of Information Act so as to be able to ensure their requirements are met by the University.
- To develop and promulgate good practice in academic administration in the Admissions Office and to monitor the quality of administrative services to ensure that they are of the highest standards in accordance with the appropriate University guidelines and procedures.

- To recruit, manage, train and appraise non-teaching staff as agreed with the Head of Admissions and the Director of Admissions and Recruitment in accordance with employment procedures and regulations.
- To manage and utilise resources available to maximum efficiency and effectiveness in accordance with the appropriate guidelines and procedures.
- To abide by the provisions of Data Protection legislation in the handling of data.
- To ensure, for each student registered, that accurate and up-to-date data are maintained on the corporate student record and, where necessary, in Faculty files.
- To abide by the provisions of Data Protection legislation in the handling of student data.
- To provide management information and advice about student numbers and target setting.
- To ensure adherence to University Financial Regulations in admissions activities and oversee the purchasing and expenditure activities of the Admissions Department.
- To set budgets and exercise budgetary control as required.
- To advise the Associate Dean (Admissions) and School Directors on University policy and Postgraduate admissions entry requirements.
- To maintain an awareness of University policies and procedures.
- To oversee the managing, developing and implementation of policy to ensure that the University meets all the requirements of the UKBA in relation to the recruitment, admission, monitoring and reporting of students, with regard to the Points Based Immigration System and particularly Tier 4 visas.
- To manage the application and renewal of Highly Trusted Sponsor licence to UK Borders Agency.
- To ensure the administration and disbursement of Federal Loans for students from the United States of America meets all relevant regulatory and legislative requirements, with implementation of effective and efficient administrative systems to enable the highest standards of customer service.

GENERAL INFORMATION

All role holders are expected to undertake such other appropriate duties as may be requested.

JOB DESCRIPTION

Job Title: Assistant Head of Admissions (Undergraduate)

Grade: Grade 8

Department: Admissions Department

Reporting to: Head of Admissions

Responsible for: Undergraduate Admissions Office

PURPOSE OF ROLE

As part of their particular post within the Admissions Department structure, the Assistant Head of Admissions (Undergraduate) takes a leading role in:

- the development of administrative and management systems and process in the areas outlined below;
- the delivery of undergraduate admission services; and
- the management of staff teams delivering these services.

Within their area of work, the Assistant Head should be a source of strategic and professional advice and support to the Head of Admissions, Director Admissions and Recruitment, Associate Deans for Admissions, Heads of School and School Directors. In addition, they should provide direction and leadership to the support staff under their direct management.

MAIN DUTIES AND RESPONSIBILITIES

- To act as a knowledgeable interface on undergraduate admissions practices.
- To facilitate the smooth running of corporate administrative systems in the university and to ensure that the needs of the admissions teams are articulated with the development of central and corporate systems.
- To support the development of initiatives and strategy relating to admissions practices and admissions policy.
- To be a source of advice to academic and administrative staff across the University.
- To understand the requirements of the Freedom of Information Act so as to be able to ensure their requirements are met by the University.
- To develop and promulgate good practice in academic administration in the Undergraduate Admissions Office and to monitor the quality of administrative services to ensure that they are of the highest standards in accordance with the appropriate University guidelines and procedures.
- To recruit, manage, train and appraise non-teaching staff as agreed with the Head of Admissions and the Director of Admissions and Recruitment in accordance with employment procedures and regulations.

- To manage and utilise resources available to maximum efficiency and effectiveness in accordance with the appropriate guidelines and procedures.
- To abide by the provisions of Data Protection legislation in the handling of staff data.
- To ensure, for each student registered, that accurate and up-to-date data are maintained on the corporate student record and, where necessary, in Faculty files.
- To abide by the provisions of Data Protection legislation in the handling of student data.
- To provide management information and advice about student numbers and target setting.
- To ensure adherence to University Financial Regulations in admissions activities and oversee the purchasing and expenditure activities of the Admissions Department.
- To set budgets and exercise budgetary control as required.
- To advise the Associate Dean (Admissions) and School Directors on University policy and admissions entry requirements.
- To maintain an awareness of University policies and procedures.

GENERAL INFORMATION

All role holders are expected to undertake such other appropriate duties as may be requested.

JOB DESCRIPTION

Job Title: Head of UK/EU Admissions

Grade: Grade 9

Department: UK/EU Admissions Department

Reporting to: DUS Admissions and Recruitment

Responsible for: UK/EU Admissions Department

PURPOSE OF ROLE

The role holder will be responsible for the management of the Admissions Department which deals with applicants domiciled from either the UK or the EU. Leading a team of approximately thirty staff the role holder will be responsible for managing the systems and processes which will ensure both a consistent, fair and efficient approach is delivered for each of our applicants, in order to meet our stretching admissions targets. In addition the role holder will be responsible for developing both the UG & PGT admission strategies for the institution.

The role holder will be responsible for both the UK/EU undergraduate and postgraduate taught admissions teams, as well as the PGCE team.

In addition to the duties above, the role holder shall also manage the Operations team who are responsible for UCAS liaison and SITS (in-house database) operations. This systems development work is crucially important to ensure our systems remain efficient and can respond to the needs of both external and internal stakeholders.

MAIN DUTIES AND RESPONSIBILITIES

- To manage both the UG, PGT and PGCE admissions teams, and ensure suitable admissions strategies are in place to allow the university to recruit students of the highest calibre.
- To implement and develop effective, efficient and fair admissions strategies and procedures.
- To liaise with senior members of the University to advise them and agree on admissions strategy for particular schools or faculties
- To ensure the admissions teams are working efficiently in order to reach the admissions targets for Home/EU each cycle.
- To have the ability to identify where admissions problems with particular courses or schools might exist early in the admissions cycle and communicate this to relevant stakeholders.

- To act as liaison point with UCAS for both the UK/EU and International admissions teams.
- To act as liaison point with Information Services Directorate (ISD) for SITS related communication for both the UK/EU and International admissions teams.
- To ensure that applications of a non-standard nature are dealt with efficiently, fairly and consistently.
- To advise on, and agree with, Heads of School and Associate Deans (Admissions) the admissions requirements for individual courses.
- To take an active role in national and regional admissions networks to ensure UEA is delivering admissions service to the highest standards.
- To take a strategic lead for the institution with regard to intake standards for the institution with a view to increase our overall tariff score over a three year period.
- To be responsible for ensuring the UK/EU admissions teams are motivated and delivering excellent service to prospective students
- To control and manage the admissions office budgets.
- To produce admissions statistical reports on a regular basis to ensure the university community is updated on the admissions position.
- To organise regular internal training events for admissions staff, as well as the annual admissions conference this will include academic admissions colleagues.
- To liaise with the Head of UK/EU Recruitment to ensure optimal engagement from the admissions team is achieved with the organised recruitment events such as Open and Visit days
- To liaise with the Head of International Recruitment and Admissions and ensure regular dialogue about the likely achievement of admissions targets is shared.
- To liaise with the Business Intelligence Unit (BIU) and ensure appropriate market intelligence is ordered which confirms whether the current admissions strategy is correct.
- To participate in relevant committees where appropriate.

GENERAL INFORMATION

All role holders are expected to undertake such other appropriate duties as may be requested.

JOB DESCRIPTION

Job Title: Operations and Training Assistant

Grade: Grade 5

Department: UK/EU Admissions Department

Reporting to: Admissions Systems Manager

PURPOSE OF ROLE

The post holder will act as one of the liaison points between the admissions teams and both internal and external stakeholders.

The role holder will liaise with internal admissions staff, and external bodies such as UCAS, to ensure admissions information and guidance is correctly cascaded across the admissions teams. Internally the role holder will liaise with admissions teams to ensure they are trained on the correct use of our internal SITS database.

MAIN DUTIES AND RESPONSIBILITIES

- To guide admissions staff through the annual admissions cycle
- To manage provision of the help desk service for all admissions staff and INTO based admissions staff, advising on matters of process and procedure, and offering training where required
- Making presentations to admissions colleagues at training and information sessions
- To produce statistical reports using corporate enquiry and admission systems in order to provide detailed management information and support admissions and recruitment strategy
- To programme standard letters in the admissions system (SITS) using HTML and/or SRL
- To administrate corporate enquiry and admissions systems
- To coordinate delivery of the retention mailings to enquirers and applicants
- Providing support with other general recruitment and admissions activities such as open days
- To contribute to Divisional projects as required

GENERAL INFORMATION

All role holders are expected to undertake such other appropriate duties as may be requested.

JOB DESCRIPTION

Job Title: Operations Officer
Grade: Grade 6
Department: UK/EU Admissions Department
Reporting to: Admissions Systems Manager

PURPOSE OF ROLE

The post holder will act as liaison between the admissions teams and both internal and external stakeholders, to maintain an efficient system for all processing teams and applicants to the University

Externally the role holder will liaise with UCAS, Hobsons, Tribal and other relevant bodies to ensure admissions information and guidance is correctly cascaded across the admissions teams. Internally the role holder will liaise with admissions teams to ensure they are trained on all systems required to complete their role

Under the direction of the UCAS and Operations manager the role holder will be expected to develop the admissions systems and services to ensure the university remains both efficient and competitive. This includes updating of the admissions systems, SITS and Hobsons and becoming an expert user of the systems.

MAIN DUTIES AND RESPONSIBILITIES

- To guide admissions staff through the annual admissions cycle
- To manage provision of the help desk service for all admissions staff (including those at INTO) advising on matters of process and procedure, and offering training where required
- Making presentations to admissions colleagues at training and information sessions
- To assist with non standard admissions decisions in conjunction with the Operations and UCAS Manager
- To lead and work closely with all stakeholders on various development projects across the systems
- To administrate the process associated with applicants who have declared a criminal conviction
- To administrate the process associate with applicants who have declared a near relative at the University
- To administrate the process and work closely with the Dean of Students (DoS) for those applicants who are under the age of 18 on entry

- To guide users through annual processes, such as Confirmation and Clearing and Annual Update
- To work closely with other departments across ARM who work with Connect and Events and Interviews (E&I)
- To support the system functions of the UKBA Operations and Compliance Team
- To produce statistical reports using the corporate admission systems in order to provide detailed management information and support admissions and recruitment strategy
- To administrate corporate enquiry and admissions systems, actively contributing to their development
- To supervise the two Operations & Training Assistants
- Providing support to the admissions and recruitment team with other recruitment and admissions duties
- To contribute to Divisional projects as required.

GENERAL INFORMATION

All role holders are expected to undertake such other appropriate duties as may be requested.

JOB DESCRIPTION

CLERICAL ASSISTANT

Role Title:	Clerical Assistant
Grade:	3 (S&C)
Department:	Postgraduate Research Service, Research and Enterprise
Reporting to:	Postgraduate Research Officer (in relevant team)

Purpose of role:

The main focus of the role is to provide highly efficient and effective clerical support within the Postgraduate Research Service; to respond promptly and professionally to enquiries; to assist with the maintenance of accurate and up-to-date student records and information; and to take a pro-active role in presenting a customer-focussed service to students, staff and external bodies.

Specific duties include:

Postgraduate Research Service Delivery

- To contribute to the delivery of a customer-focussed service to students, staff and relevant external bodies.
- To provide efficient, effective, high quality basic clerical support within the Postgraduate Research Service team, including filing, photocopying, collating and responding to telephone, written and e-mail enquiries.
- To act as a front-line source of initial information and guidance to students, staff and external bodies and responding to queries.
- To liaise with faculty at all levels, including with Graduate Schools (or equivalent), other University Services and Faculty/local support staff.
- To be aware of the University's Regulatory frameworks, relevant Codes of Practice, policies and procedures, as they relate to research degree provision.
- To support a range of processes relevant to the postgraduate student lifecycle, including the drafting of correspondence with students and supervisors.
- To word process a range of documents (including reports, minutes, letters, which may contain confidential information).
- To sort, open and distribute incoming post, franking and dispatch of outgoing post including arranging couriers and special deliveries where appropriate.
- To note when stationery supplies need replenishing or equipment needs repair, and liaise with other team members staff to resolve these issues.

Working in Teams, Groups & Networks

- To be a pro-active member of the Postgraduate Research Service team and help to maintain a safe office environment.
- To assist with the induction and training of new staff in respect of regulations, policies and Service procedures.
- To assist with resolution of issues relating to the efficient and effective operation of the office, including workflow/workload issues, bringing these to the attention of the Postgraduate Research Officer and other Service managers as appropriate.
- To work with minimal supervision, assisting senior team members and managers as appropriate with service delivery, contributing to suggestions and proposals to resolve issues or make improvements.
- To liaise with Research Councils and other relevant external bodies as required on straightforward matters.

Planning and Information Handling

- To contribute to planning the schedule of work for the team.
- To assist with organisation of student registration, induction and arrangements for monitoring attendance (including UK Border Agency requirements).
- To assist with arrangements for annual and interim reviews regarding postgraduate research students' progress in accordance with University requirements.
- To book rooms and catering for events/courses and maintain registers as required.
- To assist with the provision of up-to-date and accurate information and data (e.g. regarding completion rates, prospectus information or student handbooks).
- To assist with arrangements for the provision of the postgraduate research student Personal and Professional Development skills training programme, with particular reference to ensuring that research student training, IT and social rooms are adequately stocked and well presented.
- To assist with administering studentships/scholarships/bursaries, liaising with Finance and other Service areas as directed by senior team members.
- To maintain administrative systems and processes (including IT) in respect of prospective and current postgraduate research students, ensuring accuracy of data and information as far as possible, consistency with processes adopted elsewhere in the Postgraduate Research Service and compatibility with University IT systems.
- To assist with the preparation, production and provision of information and guidance materials for students and staff in a variety of formats, and to update these regularly.
- To maintain appropriate filing systems, maintaining appropriate security of data and information, and to extract data from them as requested by team members.
- To process changes to student records and provide professional support for transfer events and examinations.

PERSON SPECIFICATION

Post: Clerical Assistant

Division: Postgraduate Research Service (PGR), Research and Enterprise

CRITERIA	Essential	Desirable
Education, Experience & Achievements	<ol style="list-style-type: none"> 1. Five GCSEs at Grades A-C (including Mathematics and English), or equivalent level of qualification or experience. 2. Proven recent experience of working in a busy clerical role. 3. Experience of providing secretarial duties including diary management, making arrangements for meetings and preparing documents and correspondence. 4. Experience of providing a reception or enquiries function. 5. Experience of maintaining records and files. 	<ol style="list-style-type: none"> 6. Experience of a customer-focussed role.
Skills and Knowledge	<ol style="list-style-type: none"> 7. Proven IT skills with working knowledge of Microsoft packages. 8. Good communication skills in English Language. 9. Proven organisational skills and methodical approach. 	
Personal attributes	<ol style="list-style-type: none"> 10. Accuracy and attention to detail. 11. Ability to prioritise tasks. 12. Ability to produce grammatically accurate e-mails, letters and memoranda. 13. Ability to communicate effectively with all levels of staff. 14. Ability to resolve standard problems. 15. Ability to work effectively as a member of a team and also able to work with minimal supervision. 	
	<ol style="list-style-type: none"> 16. Occasional requirement to work beyond typical office hours – particularly at peak times (e.g. start of session). 	

JOB DESCRIPTION

ADMINISTRATIVE ASSISTANT (ENQUIRIES, RECEPTION AND ENGAGEMENT)

Role Title:	Administrative Assistant (Enquiries, Reception and Engagement)
Based in:	Postgraduate Research Office
Grade:	4 (S&C)
Department:	Postgraduate Research Service, Research and Enterprise
Reporting to:	Personal Assistant to Head of PGR Service

Purpose of role:

The main focus of the role is to provide highly efficient and effective administrative support within the Postgraduate Research Service with reference to research applicant, student and other visitor enquiries, and research student engagement monitoring; and to take a pro-active role in presenting a customer-focussed service to students, staff and external bodies.

Specific duties include:

Postgraduate Research Service Delivery

- To contribute to the delivery of a customer-focussed service to students, staff and relevant external bodies.
- To provide an efficient and pro-active service in response to PGR enquiries.
- To act as a front-line source of information and guidance to enquirers and potential applicants, students, staff and external bodies and to respond to queries, seeking advice from senior colleagues or delegating to team members as appropriate.
- To provide a professional reception and appointments function for the Postgraduate Research Office.
- To liaise with faculty at all levels, including with Graduate Schools (or equivalent), other University Services and Faculty/local support staff and with external bodies as appropriate.
- To undertake Hobsons testing as required and to maintain an issues log, liaising with the marketing/enquiries handling and PGR teams.
- To use Hobsons for applicant enquiries and recruitment, contributing to the implementation and development of a customer relations service to enquirers and applicants.

- To assist with monitoring research student attendance and engagement, including monitoring in support of UK Border Agency requirements.
- To provide basic advice and guidance to students and academic staff about policies, procedures and regulations in relation to standard processes, with particular reference to recruitment and admissions.
- On a regular basis to deal with confidential and sensitive matters relating to PGR enquirers/ applicants and students and to maintain confidentiality.
- To be aware of the University's Regulatory frameworks, relevant Codes of Practice, policies and procedures, as they relate to research degree provision.

Working in Teams, Groups & Networks

- To be a pro-active member of the Postgraduate Research Service team and help to maintain a safe office environment.
- To assist with the induction and training of new staff in respect of regulations, policies and Service procedures.
- To resolve issues relating to the efficient and effective operation of the office, including workflow/workload issues, bringing these to the attention of Postgraduate Research Service managers as appropriate.
- To liaise with appropriate individuals within the Graduate Studies Office and to foster a strong networking relationship with PGR Service colleagues based there.
- To support the infrastructure of the Postgraduate Research Office through liaison with EST, ISD and other University divisions as needed.

Planning and Information Handling

- To contribute to planning the schedule of work for the office as requested by PGR Service managers, with particular reference to recruitment and admissions.
- To assist with the provision of up-to-date and accurate information and data (e.g. regarding completion rates, prospectus information or student handbooks).
- To assist with the development of PGR management information and the preparation and distribution of regular reports relating to enquiries, reception and engagement.
- To maintain and enhance administrative systems and processes (including IT) in respect of enquiries, prospective and current postgraduate research students, ensuring accuracy of data and information as far as possible, consistency with processes adopted elsewhere in the Postgraduate Research Service and compatibility with University IT systems.
- To organise appropriate filing systems, maintaining appropriate security of data and information.
- To have a thorough knowledge of management information systems providing advice to academic staff in Schools in relation to office policies and procedures.

University and other general duties

- To undertake any other duties as required by the Head of Postgraduate Research Service relevant to the grade of the post.

PERSON SPECIFICATION

Post: Administrative Assistant (Enquiries, Reception and Engagement)

Division: Postgraduate Research Service (PGR), Research and Enterprise

Criteria	Essential	Desirable
<p>Education, Experience & Achievements</p>	<ol style="list-style-type: none"> 1. Five GCSEs at Grades A-C (including Mathematics and English), or equivalent qualification or experience. 2. Recent experience of working in a similar clerical or administrative role. 3. Experience of liaising with others to progress shared tasks. 4. Experience of responding promptly and effectively to requests for information and/or procedural guidance. 5. Experience of maintaining, and recommending enhancements to, accurate records, files and systems. 6. Experience of providing basic supervision and support to other colleagues. 7. Experience of working in a team. 	<ol style="list-style-type: none"> 8. Experience of working in a customer service role. 9. Experience of working in an HE environment.
<p>Skills and Knowledge</p>	<ol style="list-style-type: none"> 10. Proven IT skills in Microsoft Office packages, including databases & spreadsheets. 11. Demonstrable written and oral communication skills in English Language and the ability to produce grammatically correct literature and correspondence. 12. Ability to plan and prioritise tasks effectively. 13. Ability to analyse straightforward data and to prepare reports as appropriate. 14. Possess, or be able to develop, good customer relationship skills. 15. Ability to work in a team and independently with minimum supervision. 16. Good interpersonal skills with the ability to deal sensitively with 	<ol style="list-style-type: none"> 18. A basic understanding and appreciation of equality and diversity principles. 19. A basic knowledge of PGR provision.

	<p>different people's needs.</p> <p>17. Ability to exercise judgement in making decisions (following established procedures) or referring to others.</p>	
Personal attributes	<p>20. Demonstrate accuracy and attention to detail.</p> <p>21. Be able to maintain confidentiality.</p>	
Special circumstances	<p>22. Occasional requirement to work outside typical office hours at peak times (e.g. immediately before and at the start of an academic session).</p>	



JOB DESCRIPTION

ADMINISTRATIVE ASSISTANT (SCI), POSTGRADUATE RESEARCH SERVICE

Role Title:	Administrative Assistant (SCI)
Based in:	Postgraduate Research Office
Grade:	4 (S&C)
Department:	Postgraduate Research Service, Research and Enterprise
Duration:	Two years fixed term

Purpose of role:

The main focus of the role is to provide highly efficient and effective administrative support to the Postgraduate Research Service; to implement office systems and processes and to ensure that these are operating efficiently and effectively, bringing forward proposals for change/improvement in liaison with the wider PGR team as appropriate; to undertake some planning of office activity within the framework of the academic year; to maintain accurate and up-to-date student records and to take a proactive role in presenting a customer-focussed service to students, staff and external bodies.

Specific duties include:

Postgraduate Research Service Delivery

- To contribute to the delivery of a customer-focussed service to students, staff and relevant external bodies.
- To liaise with faculty at all levels, including with Graduate Schools (or equivalent), other University Services and Faculty/local support staff and with external bodies as appropriate.
- To provide basic advice and guidance to students and academic staff about policies, procedures and regulations in relation to standard processes.
- On a regular basis to deal with confidential and sensitive matters relating to PGR enquirers/ applicants and students and to maintain confidentiality.

- To be aware of the University's Regulatory frameworks, relevant Codes of Practice, policies and procedures, as they relate to research degree provision.
- To support a range of processes relevant to the postgraduate admissions lifecycle, including the drafting of correspondence with applicants and potential supervisors.
- To support relevant postgraduate research committees, including preparation and circulation of agendas, papers, reports and minutes, liaising with the chairs as appropriate and as required.
- To undertake some investigative work regarding and assist with issues arising from students' attendance and progress, fitness for study, academic appeals and academic complaints, concessions and misconduct in research, as directed by Postgraduate Research Service managers.
- To assist with preparation for visits by Research Councils and other external bodies.
- To assist with the preparation and provision of academic practice or other training and development events.
- To support a range of processes relevant to the postgraduate student lifecycle, including the drafting of correspondence with students and supervisors.

Working in Teams, Groups & Networks

- To be a pro-active member of the Postgraduate Research Service team and help to maintain a safe office environment.
- To assist with the induction and training of new staff in respect of regulations, policies and Service procedures.
- To supervise on a daily basis any temporary clerical staff appointed during peak periods of the admissions and recruitment cycle.
- To resolve issues relating to the efficient and effective operation of the office, including workflow/workload issues, bringing these to the attention of other staff as appropriate.
- To liaise with appropriate individuals within the Graduate Studies Office and to foster a strong networking relationship with Postgraduate Research Service colleagues based there.
- To liaise with a wide range of staff, students (existing and prospective) within the University and external bodies (e.g. Research Councils).

Planning and Information Handling

- To contribute to planning the schedule of work for the office as requested by Postgraduate Research Service managers.
- To assist with the organisation of student registration, induction and arrangements for monitoring attendance (including UK Border Agency requirements).
- To assist with arrangements for annual and interim reviews regarding postgraduate research students' progress in accordance with University requirements.
- To book rooms and catering for events/courses and maintain registers as required.
- To assist with the provision of up-to-date and accurate information and data (e.g. regarding completion rates, prospectus information or student handbooks).
- To assist with arrangements for the provision of the postgraduate research student Personal and Professional Development skills training programme.

- To administer arrangements for studentships/scholarships/bursaries, liaising with Finance and other University/NBI Service areas as appropriate.
- To maintain and enhance administrative systems and processes (including IT) relevant to the work of the Postgraduate Research Office, ensuring accuracy of data and information as far as possible, consistency with processes adopted elsewhere in the Postgraduate Research Service and compatibility with University IT systems.
- To assist with the preparation, production and provision of information and guidance materials for students and staff in a variety of formats, and to update these regularly.
- To organise appropriate filing systems, maintaining appropriate security of data and information.
- To have a thorough knowledge of management information systems providing advice to academic staff in Schools in relation to office policies and procedures.
- To maintain up-to-date records of responsibilities associated with project funded postgraduate research students, working with colleagues across the NRP as relevant, and ensuring that appropriate actions are taken on a timely basis.
- To contribute to the production of routine statistics from the office and/or central database systems.
- To process changes to student records and provide professional support for examinations and transfer events.
- To assist Postgraduate Research Service administrators as appropriate with qualification checking for admissions including the use of external sources of information (e.g. NARIC).

University and other general duties

- To undertake any other duties as required by Postgraduate Research Service managers relevant to the grade of the post.

PERSON SPECIFICATION

Post: Administrative Assistant (SCI)

Division: Postgraduate Research Service (PGR), Research and Enterprise

Criteria	Essential	Desirable
Education, Experience & Achievements	<ol style="list-style-type: none"> 1. Five GCSEs at Grades A-C (including Mathematics and English), or equivalent qualification or experience. 2. Recent experience of working in a similar clerical or administrative role. 3. Experience of liaising with others to progress shared tasks. 4. Experience of responding promptly and effectively to requests for information and/or procedural guidance. 5. Experience of maintaining, and recommending enhancements to, accurate records, files and systems. 6. Experience of providing basic supervision and support to other colleagues. 7. Experience of working in a team. 	<ol style="list-style-type: none"> 8. Experience of working in a customer service role. 9. Experience of working in an HE environment.
Skills and Knowledge	<ol style="list-style-type: none"> 10. Proven IT skills in Microsoft Office packages, including databases & spreadsheets. 11. Demonstrable written and oral communication skills in English Language and the ability to produce grammatically correct literature and correspondence. 12. Ability to plan and prioritise tasks effectively. 13. Ability to analyse straightforward data and to prepare reports as appropriate. 14. Possess, or be able to develop, good customer relationship skills. 	<ol style="list-style-type: none"> 18. A basic understanding and appreciation of equality and diversity principles. 19. A basic knowledge of PGR provision.

	<p>15. Ability to work in a team and independently with minimum supervision.</p> <p>16. Good interpersonal skills with the ability to deal sensitively with different people's needs.</p> <p>17. Ability to exercise judgement in making decisions (following established procedures) or referring to others.</p>	
Personal attributes	<p>20. Demonstrate accuracy and attention to detail.</p> <p>21. Be able to maintain confidentiality.</p>	
Special circumstances	<p>22. Occasional requirement to work outside typical office hours at peak times (e.g. immediately before and at the start of an academic session).</p>	

JOB DESCRIPTION

POSTGRADUATE RESEARCH ADMINISTRATOR

Role Title:	Postgraduate Research Administrator
Based in:	Postgraduate Research Office
Grade:	5 (S&C)
Department:	Postgraduate Research Service, Research and Enterprise
Reporting to:	Postgraduate Research Officer (in relevant team)

Purpose of role:

The main focus of the role is to provide highly efficient, effective, high quality and professional support within the Postgraduate Research Service; to be responsible for the day-to-day supervision of clerical staff within the team; to implement office systems and processes and to ensure that these are operating efficiently and effectively, bringing forward proposals for change/improvement in liaison with the wider Postgraduate Research Service as appropriate; to undertake some planning of office activity within the framework of the academic year; to maintain accurate and up-to-date student records; and to take a pro-active role in presenting a customer-focussed service to students, staff and external bodies.

Specific duties include:

Postgraduate Research Service Delivery

- To contribute to the delivery of a customer-focussed service to students, staff and relevant external bodies.
- To provide efficient, effective, high quality and professional support within the relevant Postgraduate Research Office team.
- To act as a front-line source of information and guidance to students, staff and external bodies and to respond to queries, seeking advice from senior colleagues or delegating to team members as appropriate.
- To liaise with Faculty staff at all levels, including with Graduate Schools (or equivalent), other University Services and Faculty/local support staff and with external bodies as appropriate.
- To be aware of the University's Regulatory frameworks, relevant Codes of Practice, policies and procedures, as they relate to research degree provision.

- To communicate with other University Services on a timely basis to provide information required by funders and to obtain information required for the optimal management of research student data systems.
- To support a range of processes relevant to the postgraduate student lifecycle, including the drafting of correspondence with students and supervisors.
- To provide support and guidance to individual students and academic staff about policies, procedures and regulations in relation to standard processes, including some complex, confidential and/or sensitive issues.
- To provide administrative support and guidance to supervisory panels.
- To support relevant postgraduate research committees, including preparation and circulation of agendas, papers, reports and minutes, liaising with the chairs as appropriate and as required.
- To undertake some investigative work regarding and assist with issues arising from students' attendance and progress, fitness for study, academic appeals and academic complaints, and misconduct in research, as directed by the Postgraduate Research Officer.
- To have an understanding of relevant external developments that may impact on service provision (for example, major changes to visa issue processes).

Working in Teams, Groups & Networks

- To be a pro-active member of the Postgraduate Research Service team and help to maintain a safe office environment.
- To assist with the recruitment and selection of clerical/temporary staff, assisting with the identification of training needs and to supervise performance.
- To assist with the induction and training of new staff in respect of regulations, policies and Service procedures.
- To be responsible for day-to-day supervision of clerical staff within the team.
- To resolve issues relating to the efficient and effective operation of the office, including workflow/workload issues, bringing these to the attention of the Postgraduate Research Officer and other Service managers as appropriate.
- To liaise with Research Councils and other relevant external bodies on straightforward matters.
- To liaise with appropriate individuals within the Graduate Studies Office and to foster a strong networking relationship with PGR Service colleagues based there.
- To support the infrastructure of the Postgraduate Research Office through liaison with EST, ISD and other University divisions as needed.

Planning and Information Handling

- To contribute to planning the schedule of work for the Postgraduate Research Office in conjunction with managers and to be aware of work-flow, work-load and response times, bringing issues forward to managers as appropriate.
- To assist with the organisation of student registration, induction and arrangements for monitoring attendance (including UK Border Agency requirements).
- To assist with arrangements for annual and interim reviews regarding postgraduate research students' progress in accordance with University requirements.

- To book rooms and catering for events/courses and maintain registers as required.
- To assist with the provision of up-to-date and accurate information and data (e.g. regarding completion rates, prospectus information or student handbooks).
- To assist with arrangements for the provision of the postgraduate research student Personal and Professional Development skills training programme.
- To administer arrangements for studentships/scholarships/bursaries, liaising with Finance and other Service areas as appropriate.
- To develop administrative systems and processes (including IT) in respect of prospective and current postgraduate research students, ensuring accuracy of data and information as far as possible, consistency with processes adopted elsewhere in the Postgraduate Research Service and compatibility with University IT systems.
- To assist with the preparation, production and provision of information and guidance materials for students and staff in a variety of formats, and to update these regularly.
- To organise appropriate filing systems, maintaining appropriate security of data and information.
- To have a thorough knowledge of management information systems providing advice to academic staff in Schools in relation to office policies and procedures.
- To maintain up-to-date records of responsibilities associated with project funded postgraduate research students, working with colleagues across the NRP as relevant, and ensuring that appropriate actions are taken on a timely basis.
- To contribute to the production of routine statistics from the office and/or central database systems.
- To process changes to student records and providing professional support for transfer events and examinations.
- To maintain central databases and any office systems.

University and other general duties

- To contribute to University working groups relevant to postgraduate research students and programmes, as directed by Postgraduate Research Service managers.
- To undertake any other duties as required by the Postgraduate Research Officer or Postgraduate Research Service management relevant to the grade of the post.

PERSON SPECIFICATION

Post: Postgraduate Research Administrator

Division: Postgraduate Research Service (PGR), Research and Enterprise

CRITERIA	Essential	Desirable
Education, Experience & Achievements	<ol style="list-style-type: none"> 1. Two A-levels at Grades A-E and five GCSEs at Grades A-C (including Mathematics and English), or equivalent experience. 2. Recent experience of working in a similar administrative role. 3. Experience of providing accurate advice and effective guidance on processes and procedures. 4. Experience of maintaining and reviewing procedures and making suggested amendments and improvements. 5. Experience of acting as a source of supervision, advice or guidance for less experience colleagues. 6. Experience of liaising with others to make progress on shared tasks. 	7. Supervisory qualification.
Skills and Knowledge	<ol style="list-style-type: none"> 8. Proven IT skills in Microsoft Office packages. 9. Knowledge of postgraduate research processes and systems, to provide accurate advice and guidance on standard queries. 10. Good written and verbal communication skills and the ability to produce grammatically correct literature and correspondence. 11. Ability to plan and prioritise tasks effectively. 12. Awareness of appropriate legislation regarding data protection and equality. 	
Personal attributes	<ol style="list-style-type: none"> 13. Accuracy and attention to detail. 14. Ability to work both individually and as part of a team. 	
Special circumstances	<ol style="list-style-type: none"> 15. Flexible approach with a willingness to work additional hours at peak times. 	

JOB DESCRIPTION

DOCTORAL TRAINING PARTNERSHIPS ADMINISTRATOR

Role Title:	Doctoral Training Partnerships Administrator
Based in:	Postgraduate Research Office
Grade:	5 (S&C)
Department:	Postgraduate Research Service, Research and Enterprise
Reporting to:	Doctoral Training Partnerships Officer

Purpose of role:

This is a new post to provide highly efficient, effective, high quality and professional support to the Director(s) and the Quality and Information Manager on the EnvEast NERC DTP (Natural Environment Research Council Doctoral Training Partnership) programme and other University Doctoral Training Partnerships, liaising with the Postgraduate Research Service, Training Officers and the other members of the partnership as required.

The post will support research students joining specific doctoral programmes as well as the academic and professional service staff involved with supervising and delivering the research training for these individuals.

Specific duties include:

Postgraduate Research Service Delivery

- To contribute to the delivery of a customer-focussed service to students and staff associated with the DTPs and with the full range of DTP partners.
- To provide efficient, effective, high quality and professional support within the Doctoral Training Partnerships team.
- To act as a front-line source of information and guidance regarding the University's Doctoral Training Partnerships to prospective and current students, staff and external partners and to respond to queries, seeking advice from senior colleagues or delegating to team members as appropriate.
- To liaise with University staff at all levels, including with Graduate Schools (or equivalent), other University Services and Faculty/local support staff and with

external bodies as appropriate.

- To be aware of the University's Regulatory frameworks, relevant Codes of Practice, policies and procedures, as they relate to research degree provision.
- To support the DTP Management Board(s), including preparation and circulation of agendas, papers, reports and minutes, liaising with the chairs as appropriate and as required.
- To have an understanding of relevant external developments that may impact on service provision (for example, changes to Research Council policy and processes).
- To provide administrative support for visits by Research Councils, cohort training events and annual DTP events.

Working in Teams, Groups & Networks

- To be a pro-active member of the wider Postgraduate Research Service team and help to maintain a safe office environment.
- To assist with the recruitment and selection of clerical/temporary staff, assisting with the identification of training needs and to supervise performance.
- To assist with the induction and training of new staff in respect of regulations, policies and Service procedures.
- To be responsible for day-to-day supervision of clerical/temporary staff within the team.
- To resolve issues relating to the efficient and effective operation of the DTP team, including workflow/workload issues, bringing these to the attention of the Doctoral Training Partnerships Officer and other Service managers as appropriate.
- To liaise with Research Councils and other relevant external bodies on.
- To provide administrative support for future bid preparations relating to Doctoral Training Partnership calls.
- To liaise with Faculty and DTP Partner Training Coordinators and with external bodies as required, in connection with DTP cohort training.
- To liaise with DTP partners in order to ensure that prospective and current students are advised of opportunities and options available to them.
- To liaise with appropriate individuals within the Graduate Studies Office and to foster a strong networking relationship with PGR Service colleagues based there.

Planning and Information Handling

- To manage flows of information to and from Research Councils and DTP partners in relation to the DTPs, acting as the official liaison point of contact for straightforward matters. This will include supporting reviews instigated by the Research Councils, passing information to appropriate staff (both academic and administrative across the DTPs) and maintaining accurate data and records for post-award administration of the DTPs.
- To contribute to planning the schedule of work for the DTP team in conjunction with the Quality and Information Manager and Doctoral Training Partnerships Officer and to be aware of work-flow, work-load and response times, bringing issues forward to managers as appropriate.
- To assist with the organisation of recruitment and marketing, and student registration

and induction, where this relates to DTP students.

- To book rooms and catering for events/courses and maintain registers as required.
- To assist with the provision of up-to-date and accurate information and data (e.g. regarding completion rates, DTP website information and cohort destinations).
- To administer arrangements for DTP studentships, liaising with the relevant PGR Office teams, Finance and other Service areas as appropriate.
- To establish, use and maintain up-to-date records in respect of prospective and current DTP postgraduate research students, ensuring accuracy of data and information as far as possible, consistency with processes adopted elsewhere in the Postgraduate Research Service and where possible with processes operated by DTP partners.
- To assist with the preparation, production and provision of information and guidance materials for students and staff in a variety of formats including on the DTP website, and to update these regularly.
- To organise appropriate filing systems, maintaining appropriate security of data and information.
- To monitor DTP student progress, working with colleagues across the University and at DTP partners, ensuring that appropriate actions are taken on a timely basis.

University and other general duties

- To undertake any other duties as required by the Doctoral Training Partnerships Officer or Postgraduate Research Service management relevant to the grade of the post.

PERSON SPECIFICATION

Post: Doctoral Training Partnerships Administrator

Division: Postgraduate Research Service (PGR), Research and Enterprise

CRITERIA	Essential	Desirable
Education, Experience & Achievements	<ol style="list-style-type: none"> 1. Two A-levels at Grades A-E and five GCSEs at Grades A-C (including Mathematics and English), or equivalent experience. 2. Recent experience of working in a similar administrative role. 3. Experience of providing accurate advice and effective guidance on processes and procedures. 4. Experience of maintaining and reviewing procedures and making suggested amendments and improvements. 5. Experience of acting as a source of supervision, advice or guidance for less experienced colleagues. 6. Experience of liaising with others to make progress on shared tasks. 	<ol style="list-style-type: none"> 7. Supervisory qualification.
Skills and Knowledge	<ol style="list-style-type: none"> 8. Proven IT skills in Microsoft Office packages. 9. Knowledge of postgraduate research processes and systems, to provide accurate advice and guidance on standard queries. 10. Good written and verbal communication skills and the ability to produce grammatically correct literature and correspondence. 11. Ability to plan and prioritise tasks effectively. 12. Awareness of appropriate legislation regarding data protection and equality. 	<ol style="list-style-type: none"> 13. Knowledge of Research Councils and associated frameworks and rules
Personal attributes	<ol style="list-style-type: none"> 14. Accuracy and attention to detail. 15. Ability to work both individually and as part of a team. 	
Special circumstances	<ol style="list-style-type: none"> 16. Flexible approach with a willingness to work additional hours at peak times. 	

JOB DESCRIPTION

POSTGRADUATE RESEARCH OFFICER

Job Title:	Postgraduate Research Officer
Grade:	7
Department:	Postgraduate Research Service, Research and Enterprise
Responsible for:	Faculty Graduate School Team Members
Reporting to:	Research Degrees Manager

Purpose of role:

The main focus of the role is to provide expert support and co-ordination of postgraduate research administration for applicants, students and supervisors within a given Faculty of the University, to manage the related team within the Postgraduate Research Office, and to act as a point of specialist reference to staff and students on these and related matters.

Specific duties include:

Postgraduate Research Service Delivery

- To manage the relevant Graduate School Team based in the Postgraduate Research Office responsible for supporting postgraduate research administration for a Faculty and support the Head of Service in planning of Service delivery.
- To support, train and develop members of the Graduate School Teams in the Postgraduate Research Office and other staff in the Postgraduate Research Service.
- To liaise with Faculty staff at all levels, including with Graduate Schools (or equivalent), other University Services and Faculty/local support staff and with external bodies as appropriate.
- To be responsible for admission procedures and processes, ensuring the prompt and accurate processing of applications and liaison with University marketing and recruitment teams.
- To be responsible for monitoring the accuracy of information made available to applicants and students from Faculty and School webpages and literature, and to contribute to information provision for current students and staff from the Service.
- To advise prospective and current students, staff and examiners on the interpretation and application of the University's Regulations and Code of Practice for Research Degrees and on standard funding regulations, referring to the Dean of Students' Office and/or specialist services as appropriate.
- To be aware of the University's Regulatory frameworks, relevant Codes of Practice, policies and procedures, as they relate to research degree provision.

- To review Stage 1 Academic Appeals and Complaints, and research student concessions, as directed by Postgraduate Research Service management.
- To ensure the co-ordination of arrangements for allocating studentships and making payments to students and to monitor the relevant budgets, liaising as appropriate with other University Services and the Research Degrees Manager.
- To co-ordinate the administration of student lifecycle events and processes such as registration, induction, progress review, thesis submission and assessment, as well as administrative support for personal and professional development training and other doctoral training programmes for research students.
- To ensure that accurate and up-to-date information is maintained on Hobsons (applications) and SITS (students) and, where necessary, in student files.
- To contribute to the development and maintenance of processes and systems for postgraduate research applicant and student administration.
- To support the Associate Dean (PGR) and School PGR Directors within the relevant Faculty, particularly with regard to supervisor training, and to act as Secretary to the Faculty Graduate School Executive (or equivalent) and similar committees at Faculty level.
- To prepare statistical returns/reports for internal and external bodies and other papers for University Committees, Policy/Working Groups as may be required.

Management of People, Resources and Finance

- To support, train and develop members of the relevant Graduate School Team in the Postgraduate Research Office and other staff in the Postgraduate Research Service.
- To manage and support members of the relevant Graduate School Team on a day-to-day basis, including team and individual development and appraisal.
- To assist with the recruitment and selection of administrative and clerical staff, assisting with the identification of training needs and to supervise performance.
- To induct and train new staff in respect of regulations, policies and Service procedures.
- To work with other Postgraduate Research Officers and Service Managers to support development and planning within the Service, taking account of regular, developmental and unplanned activities and staff workloads and to streamline/harmonize practice across the Service where possible.
- To maintain an appropriate office environment.

University and other general duties

- To undertake any other duties appropriate to the grading of the post which may be required by the Research Degrees Manager and/or the Head of Postgraduate Research Service.

PERSON SPECIFICATION

Post: Postgraduate Research Officer

Division: Postgraduate Research Service, Research and Enterprise

CRITERIA	Essential	Desirable
Education, Experience & Achievements	<ol style="list-style-type: none"> 1. Two A levels at Grades A-E and five GCSEs at Grades A-C (including Mathematics and English), or equivalent experience 2. Recent experience of working in a similar role 3. Experience of co-ordinating office activities and developing and supervising processes 4. Experience of supervising a team and prioritising tasks 	<ol style="list-style-type: none"> 5. Educated to degree level 6. Supervisory qualification
Skills and Knowledge	<ol style="list-style-type: none"> 7. Proven IT skills in Microsoft Office packages 8. Knowledge of postgraduate research recruitment, admissions and programmes to act as a point of specialist reference 9. Proven communication skills, with the ability to work sensitively with different people's needs 10. Ability to compose concise, grammatically correct and fit-for-purpose documents and reports 11. Presentation skills 12. The ability to prioritise tasks to meet deadlines and objectives 13. The ability to research, gather and process information, analyse and synthesise data, interpret results and recommend action 14. Willingness to undertake continued professional development and training and apply skills learnt 	
Special circumstances	<ol style="list-style-type: none"> 15. Flexible approach with a willingness to work additional hours at peak times 	

JOB DESCRIPTION

Job Title:	UK Visa Policy, Operations and Compliance Manager (Tier 4 Points Based Immigration)
Grade:	Grade 7
Department:	Admissions Department
Reporting to:	Assistant Head of Admissions
Responsible for:	UK Visa Policy, Operations and Compliance Senior Administrative Assistant

PURPOSE OF ROLE

The role holder is responsible, under the direction of the Assistant Head of Admissions, for managing, developing and implementation of policy to ensure that the University meets all the requirements of the UK Visa and Immigration service in relation to the recruitment, admission, monitoring and reporting of students, with regard to the Points Based Immigration System and particularly Tier 4 visas.

MAIN DUTIES AND RESPONSIBILITIES

- To be the named key contact at the University with the UK Visa and Immigration service.
- To be the main point of contact for student-related advice to staff in the University regarding the Points Based Immigration System and Tier 4 in particular. This will involve close liaison with all parts of the University including, but not limited to, the Admissions and Recruitment service area, the Academic Division, Faculty Offices, INTO University of East Anglia and the Dean of Students' Office.
- To manage, in conjunction with the Assistant Head of Admissions, the application and renewal of Highly Trusted Sponsor licence to UK Visa and Immigration service.
- To establish processes and procedures that will maintain Highly Trusted Sponsor Status to be obtained and retained by the University.
- To help develop, in conjunction with the Assistant Head of Admissions office, the implementation and future development of technical support systems particularly with regard to engagement monitoring.
- To monitor, and promulgate to all stakeholders through appropriate communication and training, developing policy, processes and procedures with regard to student visas both as it emerges from the UK

Visa and Immigration service and also with reference to sector information.

- To manage one full-time member of staff, who will have responsibility for day to day interaction with students and Faculties to ensure that monitoring and reporting obligations are delivered in a timely manner.
- To ensure that all information on University websites and in other forms of communication is kept up to date, liaising with the site “owners” as appropriate. This includes information for prospective and current students as well as information for staff members (who may be asked by students for advice).
- To respond appropriately to enquiries from the UK Visa and Immigration service and other agencies with regard to student-related immigration matters.
- To manage application process, verification and disbursement of Federal Loans for students from the United States of America, this will involve liaison with Finance Division as well as the student themselves.
- To prioritise appropriately between the varying needs of the admissions and recruitment requirements and the ongoing monitoring requirements noting that at different times of the year each will take priority over the other.
- To identify and deliver appropriate training or coaching sessions to staff.

GENERAL INFORMATION

All role holders are expected to undertake such other appropriate duties as may be requested.

JOB DESCRIPTION

Job Title: Visa Compliance Administrative Assistant (Tier 4 Points Based Immigration)

Grade: Grade 4

Department: Admissions, Recruitment and Marketing

Reporting to: Visa Policy, Operations and Compliance Manager

PURPOSE OF ROLE

To provide administrative support on the development and implementation of policy to ensure that the University meets all the requirements of the UKBA in relation to the recruitment, admission, monitoring and reporting of students, with regard to the Points Based Immigration System and particularly Tier 4 visas.

MAIN DUTIES AND RESPONSIBILITIES

- Maintain knowledge of developments regarding the UK Border Agency and policy areas that affect student immigration.
- Deal with enquiries from internal and external staff, applicants and prospective applicants in relation to all aspects of the Points Based Immigration System and Tier 4 in particular under the direction of the UKBA Policy and Operations Manager.
- Assist in the organisation and running of Visa engagement and monitoring sessions, ensuring that we have the latest student details on our systems.
- Assist in the organisation and running of the UEA visa batch scheme, to ensure students can successfully renew and extend their visa.
- Assist in the organisation and running of the UEA registration events, to ensure students have the correct leave to study at the University.
- Update information on University websites and in other forms of communication as directed by the UKBA Manager. This includes information for prospective and current students as well as information for staff members (who may be asked by students for advice).
- Contacting relevant students who need to engage with University to ensure they are following UEA's visa compliance policies.
- Supporting delivery of appropriate training or coaching sessions to staff.
- To be a Level 1 user of the UK Border Agency's Sponsor Management System.

- To operate systems that will enable Highly Trusted Sponsor Status to be obtained and retained by the University.
- Where capacity allows, assist Admissions team in handling and processing of applications and enquiries relating to all UEA courses.

GENERAL INFORMATION

All role holders are expected to undertake such other appropriate duties as may be requested.

APPENDIX B

PERSON SPECIFICATION

Job Title: UKBA Administrative Assistant Grade 4		Prepared by: SC/RC Date: January 2013
CRITERIA	Essential	Desirable
Education, Experience & Achievements	<ul style="list-style-type: none"> • Five GCSEs at Grades A-C (including Mathematics and English), or equivalent experience • Proven recent experience of working in a busy clerical or administrative role • experience of working with office procedures and administrative systems • experience of prioritising tasks to achieve objectives • experience of working within a customer-focused role 	<ul style="list-style-type: none"> • experience of reviewing and implementing technical documentation • experience of working within the HE sector
Skills and knowledge	<ul style="list-style-type: none"> • high level of accuracy and attention to detail • good IT skills (Word, Excel, email and databases) • ability to acquire a detailed knowledge of UKBA regulations and relevant University policies and procedures • ability to work sensitively with different people's needs • good communication skills. English language – including ability to produce grammatically accurate emails, letters and memoranda • organisational skills 	<ul style="list-style-type: none"> • experience of interpreting and applying legislative requirements • knowledge of UKBA regulations and associated legislation • experience of web updating web pages and other communications
Personal attributes	<ul style="list-style-type: none"> • good communication and interpersonal skills • self-motivated to use initiative and work independently without close supervision • ability to work in a team environment effectively • ability to learn quickly and 	

	willingness to undertake further training	
Special Circumstances	<ul style="list-style-type: none">• willingness to be flexible in undertaking additional duties and at times work in different office locations• some late working may be required at periods of peak activity• there will be periods where annual leave is restricted (for example main registration and visa engagement periods)	

JOB DESCRIPTION

Role Title: Visa Compliance Senior Administrative Assistant
(Tier 4 Points Based Immigration)

Grade: Grade 5

Department: International Recruitment and Admissions Department

Responsible to: Visa Policy, Operations and Compliance Manager

PURPOSE OF ROLE

To support on the development and implementation of policy to ensure that the University meets all the requirements of the UKBA in relation to the recruitment, admission, monitoring and reporting of students, with regard to the Points Based Immigration System and particularly Tier 4 visas.

MAIN DUTIES AND RESPONSIBILITIES:

- To be channel for advice to staff in the University regarding the Points Based Immigration System and Tier 4 in particular. This will involve close liaison with all parts of the University including, but not limited to, the Marketing and Communications Division, the Academic Division, Faculty Offices, INTO University of East Anglia and the Dean of Students' Office.
- To be a Level 1 user of the UK Border Agency's Sponsor Management System.
- To support the implementation and future development of technical support systems particularly with regard to engagement monitoring.
- To maintain knowledge of developments regarding the UK Border Agency and policy areas that affect student immigration.
- To operate systems that will enable Highly Trusted Sponsor Status to be obtained and retained by the University.
- To assist with the application process, verification and disbursement of Federal Loans for students from the United States of America, this will involve liaison with Finance Division as well as the student themselves.
- To update information on University websites and in other forms of communication to ensure it is kept up to date, liaising with the site "owners" as appropriate. This includes information for prospective and current students as well as information for staff members (who may be asked by students for advice).
- To assist in the response to enquiries from the UK Border Agency and other agencies with regard to immigration matter, passing complex queries to line manager.

- To support colleagues in the Dean of Students' Office with regard to operation of the "batch" scheme at key times of the year.
- To support delivery of appropriate training or coaching sessions to staff.

GENERAL INFORMATION

All role holders are expected to undertake such other appropriate duties as may be requested.