School Administration Team Leader

Job Summary

Robert Gordon University (RGU) – Aberdeen's university of choice for thousands of staff and students - has a well-established reputation as an innovative and modern workplace, with multiple awards and recognition of our courses and Schools.

An exciting opportunity has arisen for an experienced and motivated School Administration Team Leader to join the School of Pharmacy, Applied Sciences and Public Health.

You will lead and support the Course Administration Team, overseeing the delivery of a high-quality administrative service across the School. Working closely with the School Operations Manager and School Leadership Team, you will manage day-to-day operations, coordinate workloads and drive improvements to administrative processes.

This is a varied and rewarding role, providing support across the student lifecycle and working closely with academic colleagues, professional services and external stakeholders.

We are looking for a proactive and organised individual with strong leadership and communication skills, who can motivate a team, manage competing priorities and deliver an excellent service.

In keeping with RGU's commitment to work/life balance you will have the opportunity to work from home for a portion of the working week (dependent on service requirements). You will also benefit from a generous pension scheme, 46 days annual leave (including statutory days) an onsite nursery and sports centre, as well as a range of voluntary health and travel benefits.

We are committed to attracting and engaging a diverse range of staff and fostering a culture where everyone feels welcome, comfortable to express their ideas, and can reach their full potential. For more information, please visit Our Diverse Workforce pages.

If you are passionate about leading people, improving services and supporting an excellent student experience, we would love to hear from you.

Job Description

RESPONSIBLE TO: School Operations Manager (SOM)

RESPONSIBLE FOR: Course Administration Team

PURPOSE OF POST: You will support the School Operations Manager (SOM) with the implementation of the school administration strategy and business plan. Working in partnership with academic colleagues, students and professional regulators in the design and management of an effective and efficient administration service within your area of responsibility.

PRINCIPAL DUTIES

Professional Management and Leadership

- Lead and manage the Course Administration Team, ensuring effective service delivery aligned with School and University priorities and values.

- Oversee day-to-day team operations, including recruitment, induction, workload allocation, resource planning and operational problem-solving.

- Manage staff performance and development, including MyVoice objectives, regular team meetings, performance reviews and identification of training needs.

- Monitor and improve team performance, administrative processes and service efficiency, promoting a supportive, inclusive and collaborative working environment.

- Support ongoing professional development and encourage continuous learning across the team.

Liaison and Partnerships

- Develop and maintain effective working relationships with academic colleagues, professional services teams and internal and external stakeholders.

- Work collaboratively with School leadership, course teams and central University departments to ensure effective communication and consistent administrative processes.

- Represent the School at relevant University committees, working groups and professional networks, sharing information and good practice.

- Liaise with external partners and professional bodies to ensure administrative processes meet regulatory and professional requirements.

- Contribute to University-wide projects and initiatives, supporting service improvements and the sharing of best practice.

School-Based Administration

- Provide confidential administrative support to the School Operations Manager and School Leadership and Management Teams, including committee coordination and servicing.

- Lead designated administrative processes, ensuring compliance with statutory, regulatory and University requirements, including student visa monitoring, attendance monitoring and placements.

- Oversee course administration across the student lifecycle, including student enquiries, enrolment, induction, attendance and assessment processes.

- Coordinate administration and minute-taking for School committees, course meetings, student/staff liaison meetings and complex hearings, including appeals, misconduct and Fitness to Practise.

- Ensure accurate management and retention of School records in accordance with University policies, GDPR and data protection requirements.

- Produce management information, reports and data analysis to support decision-making, student performance and progression monitoring, including Freedom of Information and data protection requests.

- Work with academic colleagues and central University departments to ensure consistent application of University policies, procedures and regulations.

- Ensure the delivery of a professional, customer-focused service, providing a welcoming and supportive experience for students, staff and visitors.

- Coordinate and support School and University events, including recruitment activities, open days, graduations and programme validations.

- Exercise initiative and sound judgement in managing operational matters, resolving issues and escalating where appropriate.

- Undertake other reasonable duties consistent with the responsibilities of the post, as directed by the School Operations Manager.

PERSON SPECIFICATION

ESSENTIAL REQUIREMENTS

Qualifications and Professional Memberships

Highers (or equivalent) to include English.

Knowledge and skills

Knowledge of Microsoft O365

Knowledge of HE administrative systems, including SITS, CELCAT and Campus Moodle, or similar.

Demonstrable ability to establish and maintain effective working relationships with colleagues and stakeholders.

Demonstrable ability to work collaboratively and contribute positively to a team environment.

Excellent organisation & communication skills

Ability to prioritise and manage own workload to often meet conflicting deadlines

Experience

Experience of supervising or leading a team within a busy office-based administrative environment

Experience of tasks requiring accuracy and attention to detail.

Experience in minute-taking and preparing committee documentation.

Experience of prioritising multiple tasks to meet deadlines.

Experience of problem solving and using initiative.

Proven commitment to customer service.

DESIRABLE REQUIREMENTS

Qualifications and Professional Memberships

HNC or HND or equivalent.

Knowledge

Knowledge of GDPR / Freedom of Information

Experience

Experience of working in the HE sector.

Experience preparing management information and reports to support operational decision-making.

Behaviours

Behaviour 1: Service Delivery - Experience of exploring and adapting a service to meet customers' expectations and also identifying ways of improving standards

Behaviour 2: Team Development - Experience of supporting the induction, training, guidance and ongoing development of team members.

Behaviour 3: Team Work and Motivation - Experience of being a supervisor/team leader with excellent communication skills, agreeing clear team objectives and organising and delegating tasks according to individual abilities.

Behaviour 4: Decision Making - Experience of using own judgement to make decisions, making collaborative decisions with others to reach conclusions and providing advice or information that will influence the decisions of others

Behaviour 5: Planning and Organising Resources - Experience of planning, prioritising and organising the work of yourself and others (within own area) on a daily, weekly or monthly basis, whilst ensuring the effective use of resources

Salary: 33662.00 - 35302.00 GBP per Year

Position Type: Full Time , Permanent 35.0 Hours per Week