

Post Title:	Departmental Administrator
Post Reference:	
Department:	Academic Departments
Responsible to:	Director

Overall Purpose of the Role : (Summarise the key responsibilities to achieve the overall purpose of the role)
<p>Delivering a high level of general and specialist administrative support, whilst providing an efficient and effective service to students, academic staff and external contacts. Working across multiple disciplines and departments, delivering service excellence and high standards whilst building relationships and maintaining a customer focused and confident manner at all times.</p>

Major Tasks/Job Activities

1. Provide general administration support as required within the relevant Department, for example: word processing, filing, managing correspondence, arranging catering and room bookings.
2. Provide academic administration support as required for example: timetabling amendments, examination support, commercial course support, updating student records using relevant system(s).
3. Have an in-depth knowledge of activities within your area of responsibility, acting as the first point of contact for the Department, dealing effectively with requests, answering queries and taking responsibility for processing each enquiry through to a satisfactory conclusion.
4. Assist with the preparation, generation, monitoring and administering of various documentation and reports such as assessor client feedback and progress, feedback forms, purchase orders, costing templates, financial data, course viability and certification.
5. Work with academic staff within the Department to assist with their day to day administrative support requirements.
6. Attend Department and other relevant meetings, preparing agendas, taking minutes and following up agreed actions to completion.
7. Liaise with Student Assistant (Admissions), Exams Assistant and Student Assistant (Funding) to rectify student queries in relation to admissions, timetabling / examinations, student funding issues.

8. Issue absence letters to students and processing withdrawals.
9. During busy periods throughout the academic year assist the Student Information Management Department carrying out duties associated with the Information Assistants – Admissions, Funding, Timetabling and Examinations.
10. Undertake any other duties that fall within the scope of the post as allocated by the Head of Department.

Key Contacts/ Relationships

(Detail the internal and external contacts and relationships)

External contacts include: National and local employers, students, clients, awarding and accreditation bodies, training partners, associates and suppliers.

Internal contacts include: Business Development, Lead Advisers / Information Assistants, Heads of Department, Curriculum Managers, Lecturing Staff and Finance.

Generic Information to all Roles

The responsibilities described within the job description are not intended as exclusive or exhaustive. They are to highlight the major tasks and duties of the role and the post holder may be required to undertake other duties that are consistent with the overall purpose of role.

It is expected that every job description will be subject to an annual review or after six months of appointment. In addition, posts may be reviewed where there is a change in the requirements of the college as detailed in the Managing Organisational Change Policy and Procedure.

It is expected that postholders will understand the policies and procedures within Fife College, particularly where those relate to equality and diversity, health and safety and safeguarding.

Every member of staff is expected to be a role model to others within the College and those they encounter in the course of their duties upholding the College's values.

Person Specification

Post: Departmental Administrator

CRITERION	ESSENTIAL	METHOD OF ASSESSMENT	DESIRABLE	METHOD OF ASSESSMENT`
Education and Qualifications	Educated to minimum of HNC Level in a relevant subject (SCQF Level 7)	Application form		
Experience	<p>Office administration experience</p> <p>Experience of dealing with a wide variety of challenging tasks, often to tight deadlines</p> <p>Experience of dealing with a wide range of customers and providing high levels of customer service</p> <p>Knowledge of the student journey and how students can be affected if the processes do not work or are not followed</p> <p>Experience of planning, prioritising and organising work or resources and proactively working with others to achieve team / department objectives</p>	Application form/Interview	<p>Experience of working within FE</p> <p>Knowledge of FE procedures and systems</p> <p>Experience of providing administrative support within an FE environment</p> <p>Knowledge of Student Funding Process</p> <p>Knowledge of Timetabling Process Knowledge of internal / external exams process</p>	Application form/interview

	Experience of working across team boundaries to build and strengthen working relationships and systems		Experience of minute taking	
Skills/ Attributes	<p>Effective working knowledge of Microsoft Office in particular Word, Excel, PowerPoint and electronic diary</p> <p>Effective customer service skills with the ability to communicate at all levels</p> <p>Ability to work effectively as a team member, and to develop effective working relationships</p> <p>Proven ability to multi-task under pressure, with the ability to demonstrate attention to detail</p> <p>Proficient in the use of Microsoft Office Software</p> <p>Ability to deliver a high quality and professional service</p> <p>Ability to react and be flexible to changing priorities</p>	Application form/interview		

	Ability to deal confidentially and effectively with enquiries			
Any Other Relevant Criteria	The role may require frequent travel within Fife region			