

## Job Description

<b>Role Title:</b>	Careers & Skills Administrative Assistant
<b>Dept:</b>	Student Experience & Support
<b>Reference:</b>	MPF2544
<b>Grade:</b>	4
<b>Full or Part time:</b>	Part time
<b>Hours:</b>	18.125
<b>Reports to:</b>	Team Leader

## Overview

The University of Salford A place to be inspired, connect and thrive. From our roots as Salford Royal Technical College in 1896, we've now been a leading university for over 50 years and are one of the fastest growing in the country. Our 2025-2030 strategy sets out our purpose: 'Innovating to Enrich Lives'. We will achieve this through fostering a collaborative, inclusive and purposeful culture, with enquiry, learning and action at the heart of all that we do. Ultimately, our goal is innovating towards a more sustainable, equitable, just, healthy, creative and prosperous society.

### **The Library, Careers & Enterprise**

A place to learn and share ideas, a virtual hub for research and discovery, a team of friendly faces delivering excellent customer service, and a community of experts playing an important role in teaching, learning, research, employability, and enterprise at Salford. We are innovative, open, collaborative, and people centred. Across our teams, we manage study spaces and technology, provide access to print and online resources for learning and research, and develop students' learning and employability through the delivery of an open, inclusive and future facing support provision.

### **Our ways of working**

We recognise the importance of a healthy balance between work and home life. While we need our staff to be available to deliver an excellent service, and some evening and weekend working may be required, we are open to agile ways of working that provide colleagues with flexibility, such as flexible hours and/or a mix of at home and on campus working, dependent on the needs of the service.

### **Building a diverse workforce**

At Salford, we are working hard to create an inclusive culture where all our students and colleagues can bring their whole selves to the University, and we are therefore striving to build a more diverse workforce.

More information about our Equality, Diversity and Inclusion work is available here:  
<https://www.salford.ac.uk/equality-and-diversity>

## Role Purpose

The role of the Administrator is to provide flexible and efficient administrative support to the key functions of the Directorate and to engage with and support key stakeholders for The Library, Careers & Skills within a busy and fast-paced environment.

## **Principal Duties & Responsibilities**

- To provide administrative support to Library and Careers teams
- Setting up bookable and embedded teaching sessions in Advantage and retrieving registers from SteP.
- Collection, storage and analysis of data from university systems,
- Liaison with Library comms to promote our offer
- Setting up events and drop ins, creating displays and preparing appropriate materials
- To engage appropriately with key customers and service users
- To respond to student and stakeholder enquiries via various channels
- Prepare and check production of a variety of reports upon request using pre-set formats
- Develop, implement and manage administrative systems to enable optimum support to be provided for the team.
- Support the frontline professional service of The Library, Careers & Skills
- Assist with the management of appropriate administrative systems to support the development of the various systems such as Advantage and Student CRM.
- To establish, maintain and update effective databases and mailing lists in connection with Directorate business
- Foster and support a dynamic team approach working effectively as a team member with other staff in The Library, including providing support when colleagues are absent and working to shared objectives
- Perform any other duties appropriate to the grade as may be required.
- Comply with the personal health and safety responsibilities specified in the University Health and Safety policy
- To engage with the University's commitment to put our students first and deliver services which are customer orientated, represent value for money and contribute to the financial and environmental sustainability of the University when undertaking all duties and aspects of the role.
- Promote equality and diversity for students and staff and sustain an inclusive and supportive study and work environment in accordance with University policy

- This role detail is a guide to the work you will initially be required to undertake. It may be changed from time to time to meet changing circumstances. It does not form part of your Contract of Employment

## **Generic Duties**

- Perform any other duties appropriate to the grade as may be required by the Head of School/Head of Division etc.
- Comply with the personal health and safety responsibilities specified in the University Health and Safety policy.
- To engage with the University's commitment to put our students first and deliver services which are customer orientated, represent value for money and contribute to the financial and environmental sustainability of the University when undertaking all duties and aspects of the role.
- Advance equality, support our work towards eliminating unlawful discrimination, foster an inclusive study and work environment for students, staff and visitors in accordance with our public sector equality duties and university policy.

This role detail is a guide to the work you will initially be required to undertake. It may be changed from time to time to meet changing circumstances. It does not form part of your Contract of Employment.

Person specification follows on next page

## **Person Specification**

The successful candidate should demonstrate the following, which are 'Essential' (E) or 'Desirable' (D)

### **Qualifications**

1. Have a good standard of general education, with at least 5 GCSE's normally to include English and Maths to GCSE level (or equivalent) Grade C and above. (E)
2. Recent evidence of professional development through study, workplace or external activity (D)

### **Background and Experience**

3. Proven experience of providing comprehensive administrative support in a busy office environment (E)
4. Excellent communication skills with the ability to present oral and written information clearly (E)
5. Experience of working with and maintaining databases (E)
6. Experience of working in a HE/FE environment (D)

### **Knowledge**

7. Office-based practices and procedures (E)
8. Working with Professional services, preferably with an interest in skills development (D)
9. Maintaining confidentiality and knowledge of Data Protection legislation (E)
10. Word processing, spreadsheets and working with databases (E)

### **Skills and Competencies**

11. Commitment to outstanding customer service (E)
12. Excellent interpersonal and communication skills with a proactive approach (E)
13. Excellent IT skills including the use of Microsoft Office commensurate with the requirements of the role (E)
14. Proven ability to work constructively as part of a team and on own initiative (E)
15. Ability to work under pressure, with excellent organisational and time management
16. Ability to prioritise tasks effectively (E)
17. Flexibility: willingness to work flexibly both on and off campus, as the service requires. (E)