



## Job Description & Person Specification

<b>Post title:</b> Doctoral School Administrator	<b>Post No:</b> 009481
<b>School or Department:</b> NTU Doctoral School	<b>Date created:</b> September 2021
<b>Grade:</b> E	<b>Hours per week:</b> 37
<b>Fixed term end date</b> (if applicable): N/A	
<b>Other requirements of the role:</b>	
<b>Immediate line manager:</b> Doctoral School Coordinator	
<b>Title &amp; Grade of posts line managed by postholder:</b> None	

**Job purpose:** To provide administrative support for the delivery of a robust, qualitative and timely administrative support to the Doctoral School including postgraduate research programmes and related activity.

**Principal duties and responsibilities:** The role will encompass all of the following, but the balance of duties and responsibilities will be determined in discussion with the post holder's line manager:

### A) Principal Duties

1. To provide administrative support to the Doctoral School to assist in the management of postgraduate research activities, working closely with key academic contacts such as postgraduate research tutors.
2. To provide administrative support to procedures relating to the research student life cycle including but not limited to student recruitment, admissions, enrolment, induction, research training, suspensions of studies, extensions, withdrawals, registration, transfers and progress reporting and examinations, for all research students.
3. To ensure the accurate generation and maintenance of research student records and progress reports on internal and external systems (including but not limited to hard copy files, as well as electronic records systems such as Banner, Je-S) in line with university procedures. This includes internal requirements as well as external reporting requirements of funders including but not limited to research councils. Liaising with finance teams with regard to research council reporting requirements.
4. To assist the Doctoral School Coordinator, and Postgraduate Tutors where relevant, with the planning of administrative functions to support key programme events including but not limited to induction, student conferences, open events; and to provide administrative support as required for the successful delivery of these events.
5. To coordinate and produce programme information for distribution to postgraduate research students and/or academic staff including, where relevant, the maintenance of the programme related documents including, but not limited to programme handbooks and other programme related information as required.
6. To provide administrative support for preparation of submissions to external bodies in respect of research students, including but not limited to the Research Excellence Framework (REF) submission.
7. To act as secretary to research student related meetings as required, including but not limited to School Research Degrees Committees and programme meetings.
8. To act as a point of contact for visitors and enquiries to programme(s) handling verbal and written

communication and providing advice to applicants, existing research students and staff regarding pastoral care, regulations (assessment, admission and student code of behaviour), student support services and other appropriate University facilities.

9. To work closely with the Doctoral School management team and other Doctoral School team members and stakeholders in order to develop and enhance the postgraduate research student experience.
10. To disseminate postgraduate research student related opportunities and information regularly to research students and academic staff across relevant schools.
11. To work collaboratively with other administrative teams across the university to deliver university objectives.
12. To work collaboratively with colleagues within the Doctoral School, to assist the Team Leader to deliver consistent working practices across the University.
13. To produce management information as required.
14. To work at the Graduation Ceremony as a representative of the NTU Doctoral School.
15. To support and participate in marketing activity in relation to postgraduate research programmes.

Special Requirements:

16. To work across all campuses of the university (currently City, Clifton and Brackenhurst) as required.

All staff are expected to comply with the University's Health and Safety and Equal Opportunities policies in the performance of their duties.

**N.B.** The post-holder may be required to undertake any other duties which may reasonably be required as within the nature of the duties and responsibilities of the post as defined, subject to the proviso that normally any changes of a permanent nature shall be incorporated into the job description in specific terms.

## Personal Attributes

Attributes	Essential	Desirable
<b>Knowledge</b>	<p>Good operational knowledge of Microsoft Office 2000.</p> <p>Extensive knowledge of using email and www for communication.</p> <p>Good database and spreadsheet maintenance.</p>	<p>Knowledge of University Research Degree Regulations.</p>
<b>Skills</b>	<p>Excellent organisational skills with the ability to prioritise own workload and help others to meet their deadlines.</p> <p>Excellent written and oral communication skills, giving and receiving information effectively, and an ability to communicate with staff both internal and external to the University.</p> <p>Excellent meeting preparation and accurate minute writing skills.</p> <p>Ability to work effectively as a member of a team to achieve team objectives.</p> <p>Proven ability to work using own initiative to complete tasks set.</p> <p>Ability to multitask and complete tasks promptly and accurately.</p> <p>The ability to work as a member of a team.</p>	<p>An ability to empathise with staff and students and have an understanding of research activities in a university environment.</p>
<b>Experience</b>	<p>Experience in an administrative environment working in a busy office preferably in an educational context</p>	<p>Experience of Higher Education administration</p> <p>Experience of postgraduate research administration</p>
<b>Qualifications</b>	<p>Educated to A level standard or equivalent</p>	<p>RSA Word Processing to level 2 or equivalent</p>

## Competencies

Essential Competencies	Desirable Competencies
<p><b><u>Team Working (Level 1)</u></b></p> <p>Works effectively as a member of a team. Takes responsibility for getting things done as part of a team.</p> <p><b><u>Customer Focus (Level 2)</u></b></p> <p>Works to identify customer needs, seeking feedback and developing service deliver accordingly. Influences and develops ideas to enhance customer satisfaction.</p> <p><b><u>Communicating and Influencing (Level 2)</u></b></p> <p>Communicates information effectively to a wide range of diverse stakeholders.</p> <p><b><u>Organisation and Delivery (Level 2)</u></b></p> <p>Plans time taking account of organisational priorities and other colleagues' work roles to achieve results.</p> <p><b><u>Adaptability (Level 2)</u></b></p> <p>Responds positively to change, supporting others in managing transition and being flexible in approaches to job role. Is aware of own strengths and areas for development. Seeks feedback on own work.</p>	<p><b><u>Making Informed Decisions (Level 1)</u></b></p> <p>Is aware of the data/information/research available to inform and develop areas of work. Keeps up to date with information and its quality in order to make judgements</p> <p><b><u>Creativity &amp; Innovation (Level 2)</u></b></p> <p>Seeks out, reviews and implements new ways of working to improve delivery of service</p>

Job Description and Person Specification created by: Joanna Barchet, DS Coordinator

---