RECRUITMENT PACK

This document includes the following information:

- Job Description
- Person Specification
- Additional information

Making an application:

When completing the on-line application form you will be asked to answer questions to help you demonstrate how you meet the requirements of the post. Your answers will be used at the shortlisting and interview stages of the recruitment process. We therefore recommend that you take a copy of this recruitment pack to help with your preparation.

NOTE: You don’t have to answer the questions in one attempt, but can save your incomplete application and return to it at another time. You may want to draft your answers using Microsoft Word and then copy your text into the application form. Please be aware that formatting (eg. underline, bold, bulleting) will be lost in this process. If you are using an Apple product you will need to use an alternative web browser to Safari such as Google Chrome.

- Links to Guidance Notes and Frequently Asked Questions can be found on the Search Results page. These pages will open in a new window.
- We recommend that you take a copy of this recruitment pack to help with your preparation.

A commitment to sustaining an inclusive and diverse community is one of the University’s Core Values and we are keen to address any imbalances in our workforce.

The University of Essex is proud to be part of the Disability Confident scheme and is committed to supporting diversity and equality, representative of our inclusive community. As part of our commitment to this scheme any candidate who has a disability and meets all the essential criteria for the role will be offered an interview. We also work in partnership with national disability organisation DisabledGo who provide detailed online access guides to many of our campus buildings and facilities which you may find useful.

Please note: We are only accepting on-line applications for this post. However, if you have a disability that makes it difficult for you to provide us with information in this way, please contact the Resourcing Team (01206-874588/873521) for help.

Closing Date: 3 September 2017

Interviews are planned for: Week commencing 18 September 2017

Produced by:
Resourcing Team
Human Resources
University of Essex
Wivenhoe Park
Colchester CO4 3SQ
United Kingdom
Tel: +44 (0)1206 873521/874588
Email: resourcing@essex.ac.uk
Job Title and Grade: Deputy School Manager
Grade 6

Contract: Permanent full-time

Hours: 36 hours per week

Salary: £25,728 - £28,936 per annum

Department/Section: School of Philosophy and Art History

Responsible to: Head of School

Reports on a day to day basis to: School Manager

Responsible for: The Student Administration Team

Purpose of job: To support and assist the School Manager in managing the activities of School, with specific responsibility for the smooth running of the student facing offices and administrative services.

Duties of the Post:

On behalf of the Head of School and under the supervision of the School Manager, the main duties of the post are:

1. To coordinate the School’s student services function, to include monitoring standards for service delivery and ensuring adherence to University policies, procedures and regulation.

2. To deliver a high-quality service to students promoting a culture of excellence in customer service delivery. This will include: leadership of student engagement activities for all levels of study, such as peer mentoring schemes; responsibility for the production of student handbooks and coordination of updates for the prospectus and other promotional materials; responsibility for the coordination of Open Days, Applicant Days, Welcome Week, and other events.

3. To provide leadership for the Student Administration Team providing direct and hands-on support as required and managing workloads which will include: updating, production and distribution of course and module materials; processing of coursework; administrative processes to support student attendance and progress; maintaining student records and processing requests for change; coursework and exam mark inputting; support for student surveys; organising research supervisory boards and research students’ progress committees. To include delegation of specific projects as appropriate.

4. To manage the preparation of exam papers annually at all levels, working with academic staff and the student administration team. To include delegation of specific projects as appropriate.

5. To undertake the role of Exam Board Secretary for PGT Exam Boards and support the School Manager with preparations for the UG Exam Boards, and delegation of specific tasks as appropriate. To act as the key contact for External Examiners.

6. To allocate students to academic members of staff who act as Personal Tutors, adhering to and providing advice on University policy, and being the first point of contact for the Personal Tutor system. Assisting the Senior Tutor with the appointment and organisation of Personal Tutors and assigning tutees.

7. To support the resolution of complex student casework matters, including academic offences and progress, working in partnership with the School Manager.
8. To provide support with the administration of study abroad/exchange students, and students on work placements, in liaison with staff from Essex Abroad and the Faculty Employability Team.

9. To oversee the management of the undergraduate peer mentoring system: recruiting mentors, co-ordinating training and providing support. Also to oversee the management of the Course Reps and Student Ambassadors: recruiting, co-ordinating and providing support to them.

10. To be familiar with and advise on the rules of assessment for both undergraduate and postgraduate students. To provide support on compliance with internal University policies, procedures and regulations, including Tier 4, in collaboration with relevant University professional services staff.

11. To assist the School Manager in providing the support needed to meet the School’s academic standards and quality function, to include processes, such as annual monitoring and periodic review. To provide committee secretary support for the School’s committees as required.

12. To assist the School Manager in providing support for the Director of Research to support the strategic development of the School’s research activity. This includes: support for annual research planning and other research processes; committee secretary support for the School’s Research Committee; To support the process for ethical approval for staff and postgraduate students.

13. To support the School’s scholarship portfolio, working with relevant staff within the School and with relevant professional services staff within the Humanities Faculty Team, Academic Section, and Central Finance.

14. To develop partnership working with academic staff and ensure that the provision of support and services for academic staff from within the student administration team enables high quality and effective support for students.

15. To keep the effectiveness of services and procedures within the School under review, making recommendations for change to the School Manager.

16. To represent the School at relevant University-level task and finish groups appropriate to the role, scoping meetings and project boards, ensuring follow-up action is undertaken and decisions are effectively communicated.

17. To manage the Student Administration Team according to established HR policies and procedures including conducting PDRs and supporting professional development; overseeing recruitment and induction; managing absences and coordinating appropriate cover; and making cases for additional resource as required.

18. To deputise for the School Manager as appropriate and to ensure that in the case of illness or absence, service delivery is maintained within the team, through providing or arranging cover, liaising with the Faculty Manager as necessary.

19. To demonstrate commitment to professional development by keeping up-to-date with developments in relation to provision of student services to inform sharing of best practice and excellent service delivery.

20. Any other duties as may be assigned from time to time by the Head of School or their nominee.

These duties are a guide to the work that the post holder will initially be required to undertake. They may be changed from time to time to meet changing circumstances.

Terms of Appointment:

For a full description of the terms of appointment for this post please visit:  
http://www.essex.ac.uk/hr/current-staff/terms.aspx#

July 2017
## PERSON SPECIFICATION

**JOB TITLE:** Deputy School Manager

### Qualifications /Training

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<th>Essential</th>
<th>Desirable</th>
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<tr>
<td>Educated to ‘A’ Level or equivalent qualification/experience.</td>
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### Experience/Knowledge

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<tr>
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<th>Essential</th>
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<tr>
<td>Administrative experience in a challenging and complex role.</td>
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<td>Experience of managing staff.</td>
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<td>Experience of the development and implementation of policies and/or procedures.</td>
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<td>A broad understanding of Higher Education, including quality assurance processes and procedures.</td>
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<td>Committee servicing experience.</td>
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<td>Experience of working in Higher Education administration.</td>
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### Skills/Abilities

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<td>Excellent organisational and administrative skills, with the ability to multi-task and work to competing deadlines.</td>
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<td>Excellent presentation, communication and interpersonal skills, with proven success in developing effective working relationships at all levels within the organisation.</td>
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<td>Proven ability to work independently with minimal supervision and to work effectively as part of a team.</td>
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<td>Proven ability to be proactive, to solve practical and logistical problems, to prioritise tasks, meet deadlines and work independently.</td>
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<td>High level numeracy skills, with experience of processing and checking large amounts of data e.g. examination marks.</td>
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<td>Impeccable standards of accuracy and attention to detail.</td>
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<td>Ability to learn independently and to master new areas of knowledge and skills rapidly.</td>
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<td>Ability to establish good working relations with both academic and administrative staff.</td>
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<td>Strong sense of empathy for both academic endeavour and values and the positive contribution professional activities make to meeting University goals.</td>
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<td>Excellent IT skills and experience of using databases.</td>
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<td>Tact and discretion in dealing with sensitive issues and information.</td>
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<td>Demonstrable ability to build, lead, and motivate teams to successful achievement of objectives.</td>
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Other

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<th>Ability to meet the requirements of UK ‘right to work’ legislation</th>
<th>Essential</th>
<th>Desirable</th>
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<td>A flexible approach and ‘can-do’ attitude; willingness to take on new tasks and projects.</td>
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The University has a responsibility under the Asylum, Immigration and Nationality Act 2006 to ensure that all employees are eligible to work in the UK. Prior to commencing employment, the successful candidate will be asked to provide documentary evidence to this effect. Please note that the University will not be able to issue a Tier 2 Certificate of Sponsorship for this post. For further information about UK immigration requirements please follow this link [https://www.gov.uk/government/organisations/uk-visas-and-immigration](https://www.gov.uk/government/organisations/uk-visas-and-immigration)

July 2017
ADDITIONAL INFORMATION

School of Philosophy and Art History, including the Interdisciplinary Studies Centre

You can find more information about the School and Centre at the following link: https://www1.essex.ac.uk/depts/spah.aspx and https://www1.essex.ac.uk/cish/

General information

Informal enquiries may be made to Hannah Whiting, School Manager (telephone: 01206 872703, e-mail: hannah.whiting@essex.ac.uk). However, all applications must be made online.

People Supporting Strategy

Please find a link to the People Supporting Strategy.

http://www.essex.ac.uk/hr/policies/docs/people-oct15.pdf

Benefits

Our staff and students are members of the University for life. We believe a person's potential is not simply defined by grades or backgrounds, but by a willingness to question, to collaborate and to push at the edges of knowledge and their own potential.

As an employer we offer a range of benefits and a commitment to career development and equal opportunities in an environment that both reflects and creates a rich interaction of people, disciplines and ideas.

- Pension scheme
- Generous holiday entitlement
- Competitive salaries
- Training and development Family Friendly policies
- On campus childcare facilities, for more information visit www.wivenhoeparkdaynursery.co.uk
- Childcare vouchers
- Relocation package for qualifying staff
- Interest free season ticket loan
- Range of optional salary exchange tax benefits (pension, childcare and bicycle schemes)

No smoking policy

The University has a no smoking policy.