The University of Manchester

Job Description

Job title: Teaching Learning & Students Administrator

Reports to: Teaching, Learning and Students Coordinator

Organisation unit: University of Manchester Library: Faculty & Student Partnerships

Date: April 2021

HERA: MAPPS-UML-F&SP-TL&S-C (232, Grade 3)

Overall purpose of the job:

- To support the work of the Library's Teaching Learning & Students (TLS) team by:
  - supporting the effective coordination of teaching and learning programmes and services
  - providing efficient administrative support for TLS team activities
  - proactively participate as a member of the TLS team, including involvement in projects, team meetings and communications

Key responsibilities:

- To contribute to an environment that values and celebrates the diverse nature of the University of Manchester's population and to take positive steps to achieve equality in the workplace and to both meet and exceed our obligations under equality legislation
- To provide administrative support for TLS activities and services
  This may include but is not restricted to:
  - overseeing and coordinating booking calendars, staff rotas and sign-up sheets for the team's training programmes
  - supporting the governance of key TLS programmes such as My Learning Essentials, My Research Essentials and Specialist Library Support as appropriate
  - Collating and presenting usage data for key TLS services
  - participating in quality assurance processes, including checking & proof reading documentation and training materials, as necessary
  - developing guidelines and instructions for routine activities
- To provide administrative support for the wider activities of the TLS Team, and the library as necessary
  This may include but is not restricted to:
  - Meeting organisation and minute taking
  - Assisting with the production of routine reports
- To maintain an awareness of all areas of the library service relevant to supporting the needs of students
- To collaborate with the Library Student Team in the delivery of services and support
- To undertake appropriate training and development

- To be flexible in relation to hours of work as may be reasonably requested from time to time (e.g. to participate in open days and other relevant student-focused / library events)
- To take an active approach to continuing professional development
- To be responsible for compliance with and the embedding of University policies, procedures and requirements - in particular those relating to health and safety; equality, diversity and inclusion; and information governance
- Such other duties as may reasonably be associated with the grade and a role of this nature
- To work at any Library site as required
- To be flexible in relation to hours of work as may be reasonably requested from time to time
- To wear supplied Library branded clothing during defined promotional activities and special events
- To understand the specific context within which the role operates and how it relates to the wider University goals and business processes, in order to facilitate informed decision making
- To ensure the working environment reflects the University's and Library's values

Person Specification:

Essential knowledge, skills and experience:

- Educated to A-Level standard (or equivalent) OR sufficient relevant experience at a comparable level
- Clear enthusiasm for providing high quality support to students
- Excellent interpersonal skills with an ability to relate with students, colleagues and a wide variety of delivery partners in a polite, friendly and confident manner
- Excellent communication skills (both verbal and written)
- Well-developed administrative and organisational skills, including the ability to prioritise work and meet deadlines
- Ability to coordinate the work of others, as necessary
- Good attention to detail and a high level of accuracy
- A proactive approach when working both independently, and as part of the team
- Ability to use own initiative to resolve day-to-day problems independently, and to judge when to seek support, where appropriate
- Strong ICT skills, including working with spreadsheets and some familiarity with using databases and internet resources
- Able to prioritise a varied workload

Desirable skills, knowledge and experience:

- Experience of working in a relevant educational environment
- Experience of working in a customer service environment (e.g. library, retail, hospitality or other environment involving the provision of service to the public)
- Experience of using data analysis tools and / or survey software