

THE UNIVERSITY OF MANCHESTER
PARTICULARS OF APPOINTMENT
FACULTY OF SCIENCE & ENGINEERING
FACULTY OFFICE SCIENCE & ENGINEERING
FSE RESEARCH & BUSINESS SERVICES
POSTGRADUATE ADMISSIONS ASSISTANT
VACANCY REF: SAE-030384

Salary: Grade 3 £25,804 to £27,319 per annum, depending on relevant experience

Hours: 35 hours per week

Duration: Permanent

Location: Oxford Road, Manchester

Enquiries about the vacancy, shortlisting and interviews:

Name: Olivia Mullally

Email: olivia.mullally@manchester.ac.uk

Overall Purpose of the Job:

- To provide clerical and administrative support for key activities of Postgraduate Research (PGR) operations including PGR admissions, examinations and hub support (depending upon area assigned).
- To deliver excellent service provision and support colleagues with continuous improvement, placing the student experience at the heart of what we do with support for a single Professional Services (PS) team working flexibly across organisational boundaries.

Colleagues appointed to Postgraduate Research Operations Assistant may be assigned to the following Directorates/ Faculties:

Assigned to:	Responsible to:
Faculty Postgraduate Research Admissions	<ul style="list-style-type: none">• Postgraduate Research Coordinator
Faculty Postgraduate Research Examinations	<ul style="list-style-type: none">• Postgraduate Research Coordinator

Faculty Postgraduate Research Hub Support	<ul style="list-style-type: none"> • Postgraduate Research Coordinator
Faculty Postgraduate Research Support and Methods@Manchester	<ul style="list-style-type: none"> • Postgraduate Research Coordinator

Key Responsibilities, Accountabilities or Duties:

- To provide administrative support for Postgraduate Research operations as directed by the assigned line manager.
- To act as the first point of contact for Postgraduate Research operations (specifically the area assigned) and provide information, advice and guidance on routine matters, knowing when to escalate to others as appropriate.
- To work flexibly as required across the University, supporting the delivery of University and local priorities, operating at all times as a single cross University team.
- To have awareness and active engagement with the need for diversity and inclusion in all that we do for example, when working with individuals who identify with a protected characteristic under the Equality Act, students who are underrepresented in higher education as outlined in the University's widening participation strategy.
- To be responsible for your own data management, the student records and data quality for all related areas of Teaching, Learning and Student Experience (TLSE) delivery.
- To generate bespoke correspondence, record replies and maintain accurate records as required.
- To assist in the production, amendment and maintenance of documentation to support local processes.
- To place financial orders for the procurement of goods and services in accordance with financial regulations and procedures.
- To organise room bookings and catering requirements and provide support for meetings as required.
- To act in accordance with and promote University policies, procedures and requirements at all times – in particular those relating to health and safety, equality, diversity and inclusion and information governance.
- To have a commitment to equality, diversity and inclusion policies.
- To support the development and implementation of relevant policies and procedures.
- To support the work of the team with appropriate management information, data, and analysis.
- To deliver excellent customer service.
- To play an active role on relevant groups and actively participate in communities of practice for particular areas of activity in order to share ideas.
- To undertake such other duties commensurate with the level of responsibility for the role, as directed by your line manager.

- To assist with the delivery of projects and activities.

PERSON SPECIFICATION

Essential Knowledge, Skills and Experience:

- Relevant knowledge and experience of working with administrative processes, ideally related to the assignment specific activity.
- Good oral and written communication skills with an ability to deal with a wide range of people.
- Flexible and responsive to customer needs and able to provide information and guidance, whilst maintaining confidentiality.
- Good organisational skills, and able to prioritise work in a busy environment.
- Experience of working in a team environment with the ability to be flexible and provide support for colleagues.
- Good numeracy skills, attention to detail and the ability to identify and resolve issues effectively.
- Digital literacy, with a familiarity with standard IT packages.
- A commitment to the University’s core values and to the provision of the best possible support to our students, staff and customers.

Assignment areas

Colleagues will be working flexibly across the University and take on assignments and roles as required across the organisation, using key principles of business partnering and collaborative working to ensure delivery of University and local priorities, operating at all times as a single cross University team. Colleagues appointed to Postgraduate Research Operations Assistant may be assigned to the following assignment areas with specific responsibilities, accountabilities or duties:

<u>Assignment</u>	<u>Specific Responsibilities, Accountabilities or Duties:</u>
<u>Faculty</u> Postgraduate Research Admissions	<ul style="list-style-type: none"> • Assist in the organisation and participate in the delivery of open days, interview days, post offer conversion activities, and admissions networks. • Assist the Recruitment and Admissions team in supporting the smooth transfer of new Postgraduate Researchers into the University at the point of registration/induction. • Provide programme/ Postgraduate Research specific requirements/information to prospective applicants and supervisors. • To be responsible for maintaining accurate Postgraduate Research admissions records to ensure compliance and data quality.

<p><u>Faculty</u></p> <p>Postgraduate Examinations</p>	<ul style="list-style-type: none">• To assist all processes relating to thesis submission and examination procedures within the recommended timescales according to University and Faculty policy and procedures.• To assist in the administration support of internal and external examiners, including appointments and payments.• To assist in the monitoring of the status and progress of Postgraduate Researchers under examination and to escalate relevant cases to ensure resolution of issues within appropriate timescales.
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	<ul style="list-style-type: none"> • To receive and process all examinations paperwork and to ensure that the University regulations on presentation of theses have been correctly applied. • To take a proactive role in chasing outstanding paperwork for thesis examination to reduce delays in the submission to completion timeline. • Support processes for the submission and examination of Higher Doctorate applications (DSC) and PhD by Published Work. • To work cooperatively with the Funding Coordinator to identify Postgraduate Researchers who submit before the end of their programme, to prevent overpayment of stipends. • To support data entry with a key focus on data quality and compliance to ensure the accurate maintenance of Postgraduate Research records.
<p>Faculty</p> <p>Postgraduate Research Hub Support</p>	<ul style="list-style-type: none"> • To provide support for Postgraduate Research specific communication activities, social events and networking. • To assist with Postgraduate Research related activity as directed (e.g. special permission process, examinations process, specialist programme support). • To assist the team in managing data, updating Postgraduate Research systems and providing accurate data for reporting and to support local processes. • To support finance processes – requisitions, examiner payments and expense claims and to book travel and catering in accordance with financial regulations and procedures. • To assist with coordinating Postgraduate Research room bookings and delivery of Postgraduate Research events, including registration and induction to support an exceptional student experience. • To assist with the communication strategy of the Postgraduate Research Services team (generating bespoke standard responses, assisting with production of newsletter and website updates). • To be responsible for maintaining accurate Postgraduate Research records to ensure compliance and data quality.
<p>Faculty</p> <p>Postgraduate Research Support and Methods@Manchester</p>	<ul style="list-style-type: none"> • To support the Director and the day-to-day running of Methods@Manchester, including the North West arm of the programme, Methods NW. This includes a number of events, annual methods fair, a seminar series and an annual summer school. methods@manchester also hosts an annual summer school.

	<ul style="list-style-type: none">• To coordinate events including annual summer school, Methods Fair and seminar series• To maintain and monitor Methods communication channels including website, newsletter, mailing lists, social media and publicity• To process financial transactions related to Methods activities including payment, claims, fees and invoices• To support key activities of the Faculty of Humanities postgraduate research operations in the hub support and other areas where required.• To support committees/boards as required
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