POSITION DESCRIPTION

Post Title:	**Professional Development Administration Officer**
Salary Grade:	**Competitive**
Other Benefits:	**Position is pensionable with employer contribution after 12 months**
Base Location:	**Europa Point Campus**
Probation Period:	**12 months**
Hours worked per week:	**37**
FTE:	**1**

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GENERAL

The University of Gibraltar is a not-for-profit independent tertiary institution (registered charity no.273) established in Gibraltar under the University of Gibraltar Act 2015. Its principal mission is to respond to current societal needs as well as shape personal and professional futures through the pursuit of education, training, and research. The University is committed to innovative partnerships with business, government, charitable foundations, healthcare and educational institutions.

MAIN DUTIES AND RESPONSIBILITIES

Responsible to: Director of Professional Development & Continuing Education

The Professional Development Administration Officer (PDAO) provides high quality course administrative and general office support. S/he is responsible for a range of tasks in support of various group meetings and course activities including preparation of course handbooks and materials as directed by the line manager. The PDAO provides support to the Institute of Professional Development & Continuing Education, and may also be involved with other Departments in the future.

The PDAO also undertakes general administration including responding to course specific inquiries and other administrative duties as directed by line managers. Excellent written and spoken English is required. We are looking for a hardworking, highly organised individual who thrives in a busy environment where no two days are the same. A positive, professional approach are also key requirements for this post as is a flexible solutions orientated approach to work and the ability to prioritise, complete tasks, and meet deadlines. S/he will also possess good interpersonal skills and the ability to work using their own initiative and show a commitment to continuous improvement of services.

1. PRIMARY FUNCTIONS:

- To assist with the development and benchmarking of new courses.

- To assist in the preparation of powerpoint presentations.

- To provide assistance with the planning, administration and organisation of respective courses, facilitating logistical arrangements, and maintaining appropriate electronic records.

- To assist the line manager generally in relation to courses offered by the University and to assist with the smooth administration of such courses.

- To liaise with students in relation to course content, timings, assessments and other matters concerning the smooth administration of the courses.

- To assist with student and tutor liaison in respect of examinations, feedback of assessments, liaising with external verifiers and/or assessors in respect of exams and ensuring timetabling of exams is correct.

- To prepare relevant paperwork and supporting material, relating to respective course submissions, for Academic Board and professional body accreditation processes.

- To keep accurate and up-to-date records of all academic submissions and professional board approvals as required for audit purposes.

- To collate formative and summative feedback for respective courses.

- To handle staff and student enquiries, resolving problems where appropriate, taking accurate messages and communicating these on a timely basis, following up and identifying more complex issues as appropriate.

- To provide assistance with University events and meetings (e.g. Open Days, awards ceremonies, conferences, Board of Governors and Academic Board meetings) as required or as advised by the Senior Management Team.

- To maintain appropriate and accurate records for audit, and follow appropriate document management procedures in line with University policy.

- To work as part of the University Team to ensure the provision of an efficient and professional administrative support service.

2. SECONDARY FUNCTIONS:

- As a member of staff of the University of Gibraltar, support the University's major events such as Foundation Day, Beacon Lectures, Open Days, Applicant Days, Interviews, Clearing and other key events.

- Work within the Health, Safety and Welfare at Work Act 1999; the post-holder has a legal duty to take responsible care for health and safety both for themselves and others who may be affected by their actions. They are also required to undertake health and safety training commensurate with the level required by the post and to take part in risk assessment procedures and the implementation of agreed recommended work practices in the area.

- Act ethically and to uphold University's sustainability commitment at all times.

- Actively promote the mission and values of the University.

- Undertake any other duties and responsibilities, commensurate with the grade of the post, properly directed by the line manager. These variations will not change the general character of the post or the level of responsibility entailed.

3.   SKILLS AND ATTRIBUTES:

Capabilities: Strong interpersonal skills. Very attentive to detail.

Attitude: Service oriented; flexible, creative and hardworking. Must be prepared to work outside of office hours especially when University events are scheduled.

Culturally nimble: Able to interact in a work environment in both very formal and very informal contexts.

Schedule: Able to deal with work schedules that vary on a daily basis.

Tech Literate*:* Must have experience and be knowledgeable in the use of the Microsoft Office suite of products (in particular Word and Excel) and in the use of Communicative technology such as Zoom/Skype.

Trust: Able to deal sensitively and confidentially with University and partnership documents and conversations.

Learner: Able to understand his/her strengths as well as areas which need further development; actively strive to develop professional capabilities and improve University performance.

A more detailed summary of essential and desirable attributes appears below and forms part of this position description, which is a guide to the work the postholder will initially be required to undertake. It may be amended from time to time to meet changing circumstances by mutual agreement. It is expected the job description will be regularly reviewed by the postholder and the line manager. These discussions will normally take place during the annual Staff Performance and Development Review. Although the base location is as shown, the role holder may be required to work on any university site or associate campus.

		Essential [E]	Desirable [D]
1	**Attainment Qualifications**	Minimum of 5 GCSEs, including English Language and Mathematics at Grade C or above, or their equivalent.	Undergraduate Degree. Post graduate degree Professional qualification.
2	**Previous Experience**	Previous experience in course administration or working in an education establishment is essential. Evidence of recent experience of current	Experience of working in an HE environment. Officering meetings and minute writing.

		administrative practices. Experience of organising, updating and maintaining accurate computerised records and files. Experience of working in an environment with a high degree of customer contact.	.
3	**Training Specialist Skills**	Strong interpersonal and communication skills, both written and oral. Ability to work consistently under pressure, multitask effectively, prioritise work and meet deadlines. Good ICT skills including Microsoft Office. Ability to work effectively as a team member, and to develop effective working relationships. Accuracy and attention to detail.	Use of University information systems, e.g. student records and finance systems.
4	**Disposition**	Ability to work using own initiative and to exercise tact and judgement. Ability to deliver a high quality and professional service. Show commitment to continuous improvement of services. Ability to work flexibly to meet the needs of the University.	
5	**Circumstances**	Flexibility in working hours to accommodate peaks in workload.	