
ROLE PROFILE and PERSON SPECIFICATION



Post Title	Professional Development Administration Officer
Remuneration	£22,805 - £25,444 (University of Gibraltar Administration Officer Grade)
Other Benefits:	Position is pensionable with employer contribution after successful probation
Probation	12 months
Base Location	Europa Point Campus, University of Gibraltar
Hours	37 hours per week
Annual Leave	25 days
Responsible to	Head of Professional Development (HoPD)

GENERAL

The University of Gibraltar is a not-for-profit independent tertiary institution established in Gibraltar under the University of Gibraltar Act 2015. Its principal mission is to respond to current societal needs as well as to 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.

ABOUT THE DEPARTMENT

The Professional Development Department (PDD) provides industry-relevant qualifications. These include professional body courses, professional certificates and diplomas of competence courses and CPD accredited courses. The PDD also collaborates with industry associations and steers the University's Key Advisory Groups to identify skills gaps and develop courses in this regard.

MAIN DUTIES AND RESPONSIBILITIES

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 HoPD. The PDAO also undertakes general administration including responding to course specific inquiries and other administrative duties as directed by HoPD.

Primary Functions

1. To provide assistance with the planning, administration and organisation of respective courses facilitating logistical arrangements and maintaining appropriate electronic records.
2. To assist the team/ HoPD generally in relation to courses offered by the University and with the smooth administration of such courses.

3. To liaise with students in relation to course content, timings, assessments and other matters concerning the smooth administration of the courses.
4. To assist with liaising with Course Leaders, Tutors, Visiting Speakers in relation to course content, timings, course materials and other matters as required for the smooth administration of the course.
5. In relation to student enrolment and induction, to ensure that the electronic management systems associated with the course, for example, students are able to access the University VLE and other systems.
6. To update and maintain an in-depth knowledge of the University's Virtual Learning Environment (such as Canvas). To review tutor uploads (materials) are done properly and accurately (presentation style) which meet University standards.
7. To enter students where required (e.g. Professional body courses) for examinations, download feedback of assessments, liaise with the internal verifier/assessor/ moderator in respect of exams
8. To invigilate examinations, if and when, necessary.
9. To assist in preparing the relevant paperwork and supporting material, relating to professional body accreditation processes.
10. To provide administrative support for all Professional Development Department meetings, such as those related to the Student Staff Liaison Committees and the Key Advisory Groups, including arranging meetings, monitoring action points and minute taking where necessary.
11. To keep accurate and up-to-date records of all academic submissions and professional board approvals as required for audit purposes.
12. To assist in the collation of formative and summative feedback for respective courses.
13. To handle staff and student enquiries, resolving problems where appropriate, taking accurate messages and communicating these on a timely basis, following up and signposting more complex issues as appropriate.
14. 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.
15. To maintain appropriate and accurate records for audit, and follow appropriate document management procedures in line with University policy.
16. To work as part of the University Team to ensure the provision of an efficient and professional administrative support service including taking on Welcome Desk duties if required when post-holder is on leave.

Secondary Functions

17. Actively promote the mission and values of the University.
18. Act ethically and uphold University's sustainability commitment at all times.
19. Work within the Health, Safety and Welfare at Work Act 1999; fulfilling the legal duty to take responsible care for own health and safety and others who may be affected by their actions.
20. Support the University's major events such as Beacon Lectures, open days, applicant days, graduation days, interviews, clearing and other key events.
21. Ensure that the highest standards of professional performance are maintained.
22. Promote equal opportunities, diversity and inclusion in the work of the University.
23. Ensure compliance with relevant legislation and statutory codes of practice, as advised.
24. Participate in the University's performance review and appraisal processes.
25. Ensure all University policies are implemented within the remit of this post.
26. Undertake any other duties as may reasonably be required.

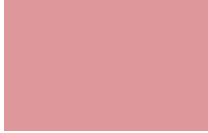
This position description is a guide to the work the post holder will initially be required to undertake. It may be amended from time to time to meet changing circumstances by mutual agreement. It is expected the job description will be regularly reviewed by the post holder and line-manager. These discussions will normally take place during the annual Staff Performance and Development Review (SPDR).

Although the base location is as shown, the role holder may be required to work on any university site or associate campus.

A summary of the essential and desirable attributes appears below and forms part of this position description.

PERSON SPECIFICATION

	Essential [E]	Desirable [D]
Qualifications and/or Professional Development	<ul style="list-style-type: none"> Minimum of 5 GCSEs, including English Language and Mathematics at Grade C or above, or their equivalent and 2 A-Levels. 	<ul style="list-style-type: none"> Confidently bilingual in English and Spanish Undergraduate Degree.
Previous Experience	<ul style="list-style-type: none"> Previous experience in administration Experience of organising, updating and maintaining accurate computerised records and files Experience of working in an environment with a high degree of customer contact 	<ul style="list-style-type: none"> Experience of working in an Higher Education environment Officering meetings and minute writing
Knowledge, Skills and Abilities	<ul style="list-style-type: none"> Strong interpersonal and communication skills, both written and oral Ability to work consistently under pressure, prioritise work and meet deadlines Good ICT skills including Microsoft Office 365 Ability to work effectively as a team member, and to develop effective working relationships Accuracy and attention to detail 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 	<ul style="list-style-type: none"> Use of University information systems, e.g. student records and finance systems.
Values and Principles	<ul style="list-style-type: none"> Commitment to the University's values. Strong commitment to, and understanding of, the principles of equality, diversity & inclusion. Commitment to high-quality learning and teaching and the student experience. 	



- Culturally nimble and able to interact in a work environment in both very formal and very informal contexts.

