

JOB DESCRIPTION
Departmental Officer
Department of Languages and Cultures (DeLC)
Vacancy Ref: N1599

Job Title: Departmental Officer	Grade: 6S
Duration: Indefinite	
Department: Department of Languages and Cultures (DeLC)	
Directly responsible to: Head of Department/Faculty Manager	
Supervisory responsibility for: Recruitment & Teaching Co-ordinator; Part 1 Co-ordinator and Web Editor; 2 nd Year & Year Abroad Co-ordinator	
Other contacts: <ul style="list-style-type: none"> - Internal: Departmental staff, students, Faculty officers, staff in Professional Services Divisions - External: External tutors; External Examiners; departmental guests, clients, visitors and suppliers. 	
Major Duties: <p>Non-departmental specific duties:</p> <ol style="list-style-type: none"> 1. To assist and provide support for the Head of Department in the efficient and effective management and administration of the Department. 2. To act as line manager for all departmental professional services staff, carrying out performance and development reviews (PDR), identifying training needs as appropriate. 3. To co-ordinate the annual PDR process for all departmental staff. 4. To have oversight and co-ordination of departmental administration including: <ul style="list-style-type: none"> • dealing with all departmental personnel and contract paperwork, including co-ordinating appointing procedures, inductions and promotions; • servicing of departmental committees, either by acting as committee secretary or by overseeing others to do so. Preparing agendas, drafting minutes, implementing actions arising as appropriate; • administration of all matters relating to contracts of employment and personnel issues for all staff within the department including GTAs, temporary and visiting staff; • workload allocation, strategic intervention/planning; • Sickness monitoring and co-ordinating annual holiday and sabbatical leave. 5. To assist and provide support for departmental returns including: <ul style="list-style-type: none"> • equipment and other physical resources, including rooms; • HEBCI survey; • Periodic Quality Review; • Safety, Health and Wellbeing (SHaW) report • Annual Research Review; • Research Excellence Framework. 	

6. To ensure departmental records adhere to University policy, GDPR and Freedom of Information regulations; acting as Departmental Freedom of Information Officer.
7. To act as first point of contact between Faculty/central University services.
8. To provide student support where appropriate.
9. To raise departmental internal requisitions and be responsible for the Departmental credit card.

Departmental specific duties

10. To support Departmental Research activities including:
 - assisting the Director of Research in running the departmental Research Committee meetings, including scheduling and minuting meetings and electronically sorting other relevant departmental, faculty and university research policy documents on staff share.
 - providing administrative support for research events organised by members of the department, including conferences, workshops and study days. This includes acting as a first point of contact for welcoming visiting speakers and delegates to the department, as well as handling registrations and telephone and email enquiries.
11. To support Departmental Part II examinations including:
 - Organising arrangements for all DeLC examinations and liaising with the Student Registry where appropriate;
 - Working closely with and briefing the Departmental Examinations Officer on all matters concerning examinations within DeLC;
 - Liaising with external examiners throughout the year: arranging all accommodation and hospitality for their visits to Lancaster (oral exams, Board); monitoring the despatch and return of exam scripts to and from externals; and resolving queries;
 - Maintaining a system for collation of scripts and collection and retrieval of coursework;
 - Making practical arrangements for all oral exams in five languages;
 - Setting up the Final Examination Board timetable (including liaison with 14 departments involved in joint degrees with DeLC);
 - Servicing the department's pre-Board meeting, identifying difficult cases in advance, briefing DeLC staff on procedures and difficult cases and taking action where appropriate;
 - Ensuring that students with illness or other problems produce necessary documentation for the Boards of Examiners;
 - Servicing the Final Board of Examiners; presenting all medical and other evidence to the Board and responding to questions on individual cases;
 - Inputting all DeLC marks on the LUSI system to produce Final mark grids for each student.
 - Making arrangements for Part II resits over the summer vacation.

General:

12. To ensure cover is provided for other professional services staff during absences and maintain knowledge of work across all areas of the department as part of the professional services team.
13. To undertake any necessary training and development.
14. To undertake such other duties appropriate to the grade as may from time to time be required by the Department.