**Job Title:** Departmental Apprentice Administrative Assistant (1 FTE)  
**Grade:** 4

**Duration:** Indefinite

**School/College:** Department of Sociology

**Directly responsible to:** Departmental Officer

**Supervisory responsibility for:** N/A

**Other contacts:**
- **Internal:** Undergraduate students; a wide range of academic and professional services staff in the Department, FASS (Faculty of Arts & Social Sciences) Faculty Office and centrally-based staff.  
- **External:** Prospective undergraduate students, parents and visitors. University suppliers; professional organisations

**Major Duties:**

1. Providing administrative assistance to the Departmental Officer and Head of Department.
2. Providing support to the UG Co-ordinator for the administration of the department’s undergraduate schemes of study (excluding Social Work but including Applied Social Studies). Duties include:
   - registering changes of course/modules;
   - recording all essays handed in and marks awarded;
   - dealing with undergraduate essay extensions;
3. Point of contact for enquiries and student support including the Sociology queries inbox.
4. Assisting with the organisation of enrolment for the department’s undergraduates into year 2 and year 3.
5. Allocating students to seminar groups for larger courses and maintaining liaison between lecturers, postgraduate tutors and students.
6. Providing assistance to students requesting help with academic and/or welfare issues and as necessary, providing guidance and, where applicable, encourage students to take advantage of specific areas of academic and/or counselling support.
7. Monitoring undergraduate student attendance and welfare and liaising with relevant staff when necessary.
8. Supporting the preparation of teaching material and publicity information, updating Undergraduate Handbooks, Undergraduate Prospectus, Study Guides and Course Readers and seeking copyright permission.
9. Ensuring Moodle sites and copyright forms are completed.
10. Organise and support the Department’s MCS & GWS meetings and servicing the Sociology Departmental Meeting on a rota.
11. Filing and keeping student records up-to-date, including assisting with archiving in line with the GDPR retention policy.
12. Dealing with internal and external mail.
13. Assisting on recruitment/admissions events and other departmental events including Departmental seminars if required.
14. Assisting with the maintenance of database records.
15. Monitoring and ordering of stationery stocks.
16. Monitoring loan and tracking of departmental equipment.
17. To provide support with Departmental website.
18. To provide cover for other administrative/support staff during absences and maintain a working knowledge across all areas of the department as part of the support team.
19. To undertake a [1/2/3 year] training programme that will cover all aspects of the role.
20. To undertake such other duties appropriate to the grade as may, from time to time, be required by the Department as directed by the Departmental Officer and / or Head of Department.