

JOB DESCRIPTION
Vacancy Ref: N2332

Job Title:	Departmental Assistant (1.0 fte)	Present Grade:	4
Department/College:	Lancaster Institute for the Contemporary Arts (LICA)		
Directly responsible to:	Departmental Officer		
Supervisory responsibility for:	None		
Other contacts			
Internal:			
Current students; academic, administrative and support staff in LICA and other departments; Colleagues in Central and faculty Professional Services (Student & Education Services, Admissions).			
External:			
Prospective and current students; external research and project members; visitors; general public.			
Major Duties:			
The Departmental Assistant provides a range of clerical and administrative services in relation to all aspects of departmental teaching and research. It is a varied role which provides direct support to coordinators as well as the Departmental Officer and Head of Department. The role-holder will work collaboratively with colleagues, both in the department and in the wider faculty, with the desire to deliver the best customer service and student support at the heart of all activity.			
Indicative duties may include:			
Student office administration			
<ul style="list-style-type: none"> Support teaching coordinators with general administrative tasks, including module enrolments and marks entry, the preparation of module materials and any other aspect of course administration at both undergraduate and postgraduate level. Support the submission of any assignments, exam papers and to assist the coordinators with the arrangements surrounding external examiners Manage the LICA-Enquiries mailbox, answering queries and signposting/forwarding as necessary 			
Student Wellbeing, Engagement and Retention			
<ul style="list-style-type: none"> Be the first point of contact for all visitors to the LICA office, with the ability to signpost to the most relevant staff member or service Maintain departmental notice boards, including e-screens and moodle notifications 			
Departmental specific duties			
<ul style="list-style-type: none"> Support the Departmental Officer with staff recruitment activity and other HR admin matters Provide direct support to the Head of Department on a variety of tasks Maintain the LICA web presence, updating as necessary Undertake general office duties such as management of post and post room, supporting procurement activity, manage stationary stock supplies, monitor key and laptop rentals Book rooms, schedule committees and manage the room booking process for all LICA spaces Committee servicing as needed Create and distribute weekly newsletters Actively engage with professional development Attend and support applicant visit days and open days, as applicable for both UG and PG activity Provide ad hoc support for social media activity Provide additional support for other members of the LICA teaching office during busy periods and holiday times 			

- Any other duties as may reasonably be required by the Head of Department, Departmental Officer or nominated representative, consistent with the grade of the post.