

**JOB DESCRIPTION**

**Vacancy Ref:** 0145-23

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| **Job Title:** Departmental Administrator | **Present Grade:** 7 |
| **Department/College:** Department of Marketing, LUMS |
| **Directly responsible to:** Head of School Administration / Head of Department |
| **Supervisory responsibility for:** Departmental Professional Services colleagues |
| **Other contacts** |
| **Internal:** Departmental staff, students, LUMS staff, Central Divisions (in particular SES, POE, Finance, Facilities) |
| **External:**  Visitors, businesses, organisations and collaborators, Professional Bodies |
| **Role Purpose:*** To provide a high level of support to the Head of Department and Senior Management Team, and ensure effective and efficient management of Departmental operations and services.
* To lead the departmental professional services team.
* To work closely with the Head of School Administration to ensure consistency and alignment of processes and services and effective use of resources.

**Major Duties:*****Strategic Contribution***1. Be a contributing member of the Departmental Management Team with a shared responsibility for strategic development; for promoting and achieving the Department’s goals and for developing a collegial culture.
2. Develop and deliver a customer focussed approach to the delivery and continuous improvement of professional services within the Department and ensure strong connections and close, collaborative team work with the wider professional services
3. Take shared responsibility for leading or contributing to projects and initiatives and for providing departmental input, expertise, advice and guidance.

***Operational Management***1. Work closely with the Head of Department, ensure the smooth running of departmental operations and services.
2. Lead, manage and develop the Departmental professional services team in the delivery of effective, flexible and efficient services.
3. Support the Head of Department in relation to academic staff recruitment, induction and management and promoting EDI within the Department.
4. Develop a good understanding of the workload planning process and support the Head of Department in the development of the annual workload model.
5. Work closely with the Faculty Finance team providing a high level of support for financial processes and good financial management within the department.
6. Coordinate and prepare material for departmental audits, reviews, reports etc.
7. Ensure good departmental governance and professional support for Departmental committees and meetings.

***Education Services and Student Experience***1. Ensure the department provides effective student-centred services that contribute to student experience and satisfaction.
2. Ensure departmental compliance in relation to education services.
3. Analyse departmental performance indicators (including NSS, PTES, PRES and the major national league tables) to inform continued development of the Department’s student facing services.

***Research and Engagement*** 1. Provide a high level of support for Departmental research and engagement activities and events.

***General***1. Ensure all health and safety requirements are met and promote awareness of good practice in relation to health, safety and wellbeing.
2. Undertake training and development and any other duties appropriate to the grade of the post as required by the Head of Department and Head of Faculty Administration.
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