

Job advert



Faculty Administrator

The post holder will support the unit in the delivery of a full range of services to staff, students and employers. Acting as the first point of contact for the team, you will deal with a range of queries both face-to-face, via email and over the phone.

You will have responsibility for creating promotional material such as posters, newsletters and displays, and for contributing to our social media accounts. In addition, you will support with a wide range of events and activities for the unit, including careers fairs, drop-in sessions and employer events.

A confident, professional and friendly communication style is essential to this role as you will be responsible for meeting and greeting students, employers and staff and for representing the Careers+ team externally.

Tasks will include but are not limited to the following:

- Being the first point of contact for the HELS Careers+ unit, managing enquiries from students, staff and visitors, face-to-face, via email and over the phone.
- Collecting and collating accurate data to provide statistics relating to up-take of services
- Providing first line signposting and employability information to students including booking appointments
- Supporting with the organisation of employer events, including communicating with employers and internal stakeholders
- Creating promotional material such as posters and newsletters
- Contributing to the Careers+ social media presence
- Participate in activities to encourage student engagement with the HELS Careers+ team
- Provide general administration support to the team including taking meeting minutes, ordering stationery and other supplies, photocopying and filing.

The successful applicant may be required to support the unit at Open Days and Applicant Visit Days that involve occasionally working at weekends. The post holder will be based at the City South campus, Edgbaston but may be required to travel to other campus buildings if required.

A recent graduate of Birmingham City University, having an understanding of the Health, Education & Life Sciences faculty

- An interest in supporting students with their career plans, and understanding of the challenges faced by new graduates in seeking employment
- Possessing the ability to work on their own initiative
- A high level of attention to detail is required
- Having a flexible attitude and the ability to prioritise is an important part of this role.
- A good understanding of a range of social media platforms is desirable as well as general IT skills including the use of Microsoft Excel.

Job Description

Job Purpose

Take shared responsibility for the smooth operation of general business support processes to support a team.

Main activities and responsibilities

1. Contribute to high quality general administrative support by undertaking standard administrative tasks including: a. Photocopying b. Scanning c. Filing d. Updating records (e.g. spreadsheets and databases) e. Answering phone calls f. Responding to emails and queries
2. Greet and assist visitors
3. Order stationery and similar consumables
4. Provide support for general team activities such as meeting including booking rooms and hospitality and setting up rooms as needed.

Additional Key Requirements:

Communication

Respond courteously to enquiries and queries from colleagues, visitors and customers.

Teamwork and collaborative working

Work with colleagues, and flexibly as needed to provide efficient and effective support services.

Initiative, problem solving and decision making

Resolve routine queries. Refer other queries to relevant colleagues, supervisors or managers.

Work environment

Be aware of the risks in the work environment and the potential impact on own work.

Person Specification

- GCSE Maths and English or equivalent
- Experience of administrative work
- Good IT skills
- Ability to communicate with a wide variety of people face to face, on the telephone and in writing.
- Able to work effectively as part of a team
- Willingness to develop new skills and undertake training

Example questions and answers

Q. Please state your reasons for applying for this position.

As a recent graduate of Birmingham City University, with an Upper Second Class in Law, there are a wide variety of reasons as to why I am applying for the position of Faculty Administrator. Firstly, with a proven track record of working within a wide variety of professional fields, where my transferable skills have been substantially enhanced. I am eagerly on the search for fresh challenges to embark on, whilst continuing to demonstrate my high level of professionalism and useful experience. I have been provided with numerous opportunities to work in a range of roles, within our own friendly and diverse BCU community. Such as, a Student Digital Champion for the Educational Development Service, where I worked under the supervision of Academic Developers to extend the work in education technology at Birmingham City University. This role has provided me with a proven competency at working with senior academics and stakeholders to produce high quality outcomes for student academic experience.

I have also worked as a Graduate+ Support Assistant. Where I assisted students with their awards, completed administrative tasks for the office and worked closely with the Careers+ team, which has provided me with a sound knowledge of the amazing services on offer to our students. My role with Graduate+ also enhanced my IT skills, as I frequently used Microsoft Excel to create spreadsheets. My most recent role at BCU, was assisting with the Virtual Summer week. Where I worked as an ambassador, hosting a selection of fun and engaging activities. During my course of employment, I interacted with students from over 20+ worldwide countries, ensuring each individual was supported on a way that suited their requirements, interests and needs. To summarise, each role within the BCU has provided me with ample opportunities to connect with others and has moulded me into a confident and friendly professional.

Although I have been part of the Business, Law and Social Sciences Faculty (BLSS), I have a good understanding of the Health, Education & Life Sciences faculty. As well as possessing the ability to settle into a new environment quickly, with the qualities of a fast learner, I am a qualified level three Fitness Instructor and a level two Nutritionist. Which showcases my passion all for health and fitness, another factor as to why I am applying for this role.

In addition, I would describe myself as having a positive can-do mindset and as an individual with a Law background, I have developed exceptional research and time management skills as well as building the resilience to complete all tasks to the best of my ability and to a tight deadline when required. Lastly, as a highly flexible and adaptable individual, I have the ability to undertake a wide variety of duties at different premises, as required.

I believe this job role would provide me with outstanding opportunities to further develop as not only an individual, but as part of the BCU community!

Q. We strive to provide excellent customer service, please explain what you believe to be excellent customer service.

I believe excellent customer service consists of a number of factors. Firstly, professionalism is important when providing a service to clients and customers. It is vital we treat all customers respectfully, whether they are doing the same to us.

Secondly, providing a friendly service. Greeting customers is an essential step to welcoming them and making them feel valued by our organisation. A simple “hello, lovely to see you today” and a smile can alter a customer's whole experience. Personalisation is also an important factor. Understanding that not every customer will have the same needs and requirements. For example, a disabled or elder customer may require more support and it is vital we recognise this.

Furthermore, communication skills. I believe this is a very important step in providing excellent customer service. This will demonstrate you are listening to the customer and will also make not only your role easier, but also the customer's experience. In addition, attentiveness, ensure you are listening to customers and paying close attention to the situation.