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**Learning & Teaching Administration Assistant**

**GRADE 3**

**Job Purpose**

To deliver learning and teaching administrative support for academic staff and students within the School of XXX. The post holder will contribute to a high quality and comprehensive service that prioritises the student and staff experience.

**Main Duties and Responsibilities**

1. Provide a front-line reception service and respond to a range of learning and teaching related enquiries from staff and students via email or Helpdesk in a timely manner, escalating to colleagues as appropriate.
2. Provision of administrative support for key subject level and School learning and teaching related activities. This involves arranging events and meetings, including room bookings, accommodation and catering.
3. Prepare documentation/information following standard format/templates or running straightforward reports.
4. Support record keeping by ensuring the accurate inputting of key data such as attendance and coursework returns into systems such as MyCampus and Moodle.
5. Assist with arrangements for degree examination diets, laboratory examinations, and examination script archiving.
6. Employ University procedures in relation to the confidentiality of personal data relating to staff and students.
7. Contribute to the delivery of an excellent level of administrative support for staff and students across the School, supporting colleagues in the wider admin team and undertaking other duties as reasonably required.

**Qualifications**

Either: Ability to demonstrate the competencies required to undertake the duties associated with this level of post gained through working in a similar role or Scottish Credit and Qualification Framework level 4 in English and Mathematics (National 4) or equivalent.

**Knowledge, Skills and Experience**

* A customer-centric approach to problem solving.
* A good level of competency in the use of the Microsoft Office suite (Word, Excel, Outlook and One Drive in particular).
* Strong verbal and written communications skills.
* A good level of numeracy skills
* Good organisational and time management skills, with an ability to work under pressure and to tight deadlines when required.
* Excellent accuracy and attention to detail whilst dealing with large amounts of data.
* Ability to work independently and as part of a team and take account of own work priorities and those of colleagues.