Management & Administration

Role Profile Summary
Management & Administration

Roles in this family are engaged in management and / or the provision of specialist and / or administrative support services to University staff and students and sometimes to the wider public. The work might involve developing and implementing policy and processes, providing specialist advice and support, carrying out project management and support or the provision of administrative support. The higher levels may combine a professional qualification, specialist skills and managerial experience. Roles at the higher levels may perform a regulatory function and / or have a substantial impact upon the running and resources of the institution. At the higher levels, roles are likely to be responsible for the development and implementation of policy and operational plans and contribute to strategic planning.

Level 1
Summary: Roles at this level will be engaged in prescribed, reactive work, performing straightforward tasks within established routines and procedures and under regular or direct supervision. The work is typically to short deadlines, providing courteous and effective service to others. Entry requirements to this level require little or no prior work experience.

Level 2
Summary: Roles at this level will be engaged in performing a limited range of well established routines within basic procedures and under regular supervision. They involve providing courteous and effective service, responding to routine queries/issues/circumstances and referring any unusual or non-routine situations to others. The work is typically to daily deadlines; some planning and organising of own workload is required to ensure that the departmental workflow is maintained but timescales will be hour-to-hour and day to day. The nature of planning in roles at this level is essentially about timing and sequencing of assigned tasks – i.e. working out the most effective way in which to carry out particular tasks to make sure the deadline is met.

Level 3
Summary: Roles at this level typically work as part of a team to provide administrative or procedural support through working on a broad range of routine activities within well established procedures and under regular supervision. The range of tasks will be broader than at Level 2. Roles at this level may plan and sequence their own work for the day or days ahead within clear procedures. This implies a broader understanding of the work objectives of the department so that the timing and sequencing of tasks will support the work of others effectively. Entry to this level may be through some relevant work experience and general education.

Level 4
Summary: Roles at this level will perform a range of activities as part of a specific service or service team. There will be clear specification or brief and the roles will be responsible for resolving problems or queries, although the more complex issues will be referred to others. The work is within established processes and procedures and whilst it may not be subject to direct supervision, managerial guidance is readily available. The range of tasks involves some planning of timing and sequencing in order to deliver the services specified for the week or weeks ahead. The roles require a good working knowledge of systems and processes, and may involve responsibility for a specific area of work from start to finish and/or the supervision of others.
Level 5
Summary: Roles at this level will be responsible for providing or contributing to the provision of support services to an agreed quality standard or specification. There will be minimum day to day supervision, but clear guidance. The roles will plan for the weeks ahead and prioritise to accommodate non standard work. Initiative is needed to handle processes and casework and to resolve problems and queries based on experience and judgment, mainly without reference to others. Some roles involve supervision of staff, others involve undertaking specialist functions or the provision of broad, comprehensive secretarial services.

Level 6
Summary: Roles at this level will display an in-depth knowledge of methods, systems and procedures gained through significant practical experience and/or education typically to degree level. The work involves the exercise of initiative and judgment required to resolve operational problems. They will be expected to identify gaps in information and apply discretion to determine short term priorities and, if applicable, priorities of a team of people involved in the same type of work. Contributions include proposing and implementing improvements to current working methods and detailed manipulation, analysis and interpretation of data.

Level 7
Summary: Roles at this level will be providing advice and support to schools/departments/work units based upon a full understanding of a professional or specialised field. They will plan and ensure progress within established professional procedures and clearly defined University policy. They will contribute to the development of policy in their area of specialism. Individuals will be responsible for planning and organising their own work or that of a team of colleagues, who may be involved in different types of work. Where there is little or no supervisory/management element, roles at this level will be experts in a professional or specialised field. There will be a need for liaison and co-ordination of activities with a range of other work groups within and may be without the University. The work will involve responding effectively to changing institutional priorities and different situations.

Level 8
Summary: Roles at this level will require a deep conceptual understanding of a technical, professional or specialised field. Work will often involve interpreting or assessing customer needs, identifying trends, generating original ideas, recommending policy changes where appropriate and testing innovative solutions. Individuals will typically be accountable for the quality and professionalism of service delivery and are permitted some discretion provided that activities are consistent with operational policies and precedents. There will be a requirement to plan and organise own and/or team activity and to integrate and co-ordinate work with a range of other work groups across the University.

Level 9
Summary: Roles at this level will be professionals or specialists with high-level expertise, exercising within their particular functional area a substantial degree of independent professional responsibility and discretion, working to broad parameters and policy guidance. Work will include significant professional expertise and/or experience to develop and implement new policies and processes. Individuals will typically be managers of functional areas or senior individual contributors who are the University’s leading experts in a professional, technical, technological or specialised
field. Planning and organising takes place over a timescale of a year or more. They will be expected to set quality and professional standards and manage service delivery, and will have significant influence upon the structure and development of their area of activity. The work includes developing and implementing operational plans and contributing to the longer-term plans for the area to fit with broader functional and University strategy.

**Level 10**

**Summary:** Roles at this level will be the most senior staff in their area of responsibility and will typically lead, direct and manage the interrelationship of a team of managers and/or highly qualified specialists across major activities of strategic importance to the University. They will ultimately be responsible for developing and delivering the strategic plans for their area and will be accountable for ensuring that the University meets both internal and external requirements. Individuals will initiate and, through appropriate consultation and negotiations, establish policy changes to tackle major new issues and situations. Roles will review and address performance and will influence and shape the available resources as appropriate to meet the current and future needs of the University. Role as this level will make a significant impact on long-term direction, strategy and objectives.