

**Role Profile – Complaints and Governance Administrator**

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| **Job Title:** | Complaints and Governance Administrator | **School/Dept.:** | Governance and Legal Services |
| **Reporting to:** | Head of Complaints and Governance |
| **Responsible for Line Management of:** | N/A |
| **Main Purpose of Role:** | The role holder will be responsible for contributing to the Department’s responsibility for the effective delivery of good governance through supporting the University’s formal governance structure; to the promotion of a culture of good governance; and to the development and implementation of university policy, procedures and systems to underpin it. The work of the Governance Administrator will play an important role in the delivery of effective administrative support across the Department. Under the overall supervision of the Head of Complaints and Governance, the postholder will work as part of a team servicing a range of activities. |
| **Grade:** | 5 |
| **Accountabilities/Responsibilities of the role:** |
| 1. Provide and assist in the coordination of secretariat services for Court, Senate and their standing committees and ad hoc working groups, including organising meetings, briefing and other events, collating and distributing committee papers via Convene and Sharepoint, drafting template minutes and Chair’s notes, and any other administrative duties associated with providing an effective committee secretariat.
2. Support the Head of Complaints and Governance in the implementation of the University’s Complaints Handling Procedure (CHP). To include providing advice on the CHP; replying to emails and enquires from students, staff and members of the public; supporting complaint investigations; gathering and collating information (which may be of a sensitive or personal nature); taking notes at investigation meetings; drafting reports; liaising with key contacts across the University; gathering statistical data and analyzing; drafting regular monitoring reports; and compiling information for the Scottish Public Services Ombudsman.
3. Support the Head of Complaints and Governance and other Governance staff in matters relating to student conduct. To include supporting conduct investigations, gathering and collating information (which may be of a sensitive or personal nature), taking notes at investigation meetings, liaising with key contacts across the University and gathering and analysing statistical data.
4. Provide administrative support for senior staff in the Department and elsewhere in the University in the provision of mediation services. To include taking responsibility for arranging meetings, taking notes and maintaining records.
5. Support the creation and ongoing management of a centralised repository of contracts entered into across the University.
6. Maintain and interrogate accurate departmental databases/spreadsheets/records for complaints, Senate Disciplinary Committee, plagiarism, Register of Interests, records management, Freedom of Information, departmental calendar and sickness absence.
7. Alongside other members of departmental administrative staff, share responsibility for maintaining and updating the Departmental website, processing orders through PECOS, arranging travel for governors and staff members and other general departmental administrative responsibilities as required.
8. Regularly required to communicate information, both verbally and in writing, of a non-routine nature to Court Governors, Executive Leads, University staff at all levels, students and members of the public.
9. Deal with matters of a personal or sensitive nature that require tact and diplomacy
10. Be able to respond appropriately to telephone calls from students, staff or members of the public who may be upset, worried or angry.
11. Manage and prioritise own work to meet deadlines and appropriate standards and assist senior staff in planning for future work.
12. Assist and advise in the planning of administrative requirements for the Department.
13. Contribute to the development and implementation of the Operational and Departmental plans.

All staff will be expected to work flexibly as part of the team to achieve the Department’s objectives and to perform other tasks as may be required from time to time to support the work of the Department, but which will be commensurate with the level of responsibility of the role.  |

**Person Specification**

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|  **Expected Criteria****E - Essential or D – Desirable**  | **Assessment Method** |
| **Education & Professional Qualifications** |  |
| E1 - Educated to a minimum of HND level or equivalent  | Application  |
| **Skills, Knowledge & Experience**  | **Assessment Method** |
| E2 - Ability to demonstrate relevant administrative experience E3 - Proficient in the use of Microsoft Office and database packages E4 - Excellent oral and written communication skills E5 - Excellent organisational and interpersonal skillsE6 - Ability to work on own initiative and as part of a team.E7 - Ability to prioritise a busy workload and to meet deadlines E8 - Excellent attention to detailE9 - Ability to deal appropriately with personal, sensitive and confidential mattersD1 - Experience of complaints handling in Further or Higher Education D2 - Experience of student conductD3 - Experience of clerking both informal and formal meetings D4 - Working knowledge of Further/Higher Education would be advantageous D5 - Ability to work flexibly to accommodate occasional demands to work out with regular business hours | Application Form and Interview |
| **GCU Values & Behaviours** | **Assessment Method** |
| * Demonstrates behaviours which are consistent with the **GCU Values** **(Integrity, Responsibility, Creativity & Confidence)**
 | Application Form & Interview  |

**Generic Activity for Administrator / Professional Officer / IT Advisor**

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| **Main purpose of the role:** |
| The main purpose of this role is to provide and contribute to the provision of support services to an agreed specification and quality standard. The role will require minimum day to day supervision, but clear guidance. Initiative is needed to handle processes and casework and to resolve queries and problems based on judgement and experience, mainly without reference to others. Some roles involve supervision of staff, others involve undertaking specialist functions or the provision of broad, comprehensive administrative services. |
| **Generic Activity: - Please note that the amount of focus on each on these activities will vary between specific roles.** |
| **Typical Work Activities*** Provide and assist in the coordination of administrative services for committees, working groups and project teams
* Committee Administration-minute taking, preparing agendas and follow up action
* Preparation of reports and briefing papers
* Develop, maintain and interrogate (review) accurate records, databases and management information systems
* Create a combination of standard and more complex documents or materials for others, using computer packages/software
* Contribute to short term projects within own School/Department/Unit

**Communication and Networking*** Regularly required to communicate information, both verbally and in writing, of a non-routine nature to staff, students and/or customers which needs careful explanation and interpretation
* Deal with matters of a sensitive nature that require tact and diplomacy
* Gather and adapt information to meet departmental needs and formulate responses to complex staff/student enquiries
* Draft publicity material, letters, take minutes, create presentations and reports, write office procedures etc.
* Provide effective feedback
* Often first line of contact
* Oversee the circulation of information to customers and others to ensure awareness of issues
* Provide advice to colleagues and customers based on knowledge and experiences of policies and procedures

**Planning and Organising*** Prioritise own work within a general plan or schedule to meet deadlines and appropriate standards and assist senior staff in planning for future work
* Manage personal day to day work profile in keeping with service demands, within agreed timescales and as directed by line management
* Organise or support event, timescales, meetings etc. and co-ordinate the associated arrangements to ensure activities are administered efficiently
* Assist and advise in the planning of administrative service requirements
* Input to longer term Department/Team planning process

**Resource Management (People, Finance)*** May take delegated responsibility for small budgets, or for processing sums of money following established procedures
* Take responsibility for stocks of equipment and supplies within a delegated budget, so that supplies are available when required
* Follow established ordering procedures to ensure adequate resources are available to meet work requirements
* May supervise less experienced colleagues within the same work function

**Stakeholder Management*** Proactively and reactively liaise with internal contacts (staff, students, colleagues) and contacts out with the University in order to disseminate key information in the right format to the most appropriate people in order to facilitate future exchange of information and build and maintain relationships
* Actively participate in teams, working parties and committees
* Establish and liaises with key contacts in the wider University body to support own activities
* Deal with frequent, wide-ranging contacts of a more complex nature often requiring tact, discussion and negotiation

**Analysis, Reporting and Documentation*** Use understanding of departmental processes and systems to prepare reports and other materials, using standard and non- standard formats
* Analyse, present and draw conclusions from information, identifying trends and problems
* Respond to and resolve problems, judging when to pass complex queries to more senior colleagues.
* May be involved in more complex/detailed analysis where conclusions and recommendations will be sought

**Management of Work Environment*** An understanding of appropriate health and safety regulations and procedures.

**Teamwork and Collaboration** * Provide formal or informal guidance to colleagues where required to maintain operational effectiveness
* Contribute to the overall effectiveness of the team
* Play an active part in the wider team, contributing ideas and suggestions as appropriate.

**Organisational Citizenship*** Commitment to University strategy and values
* Commitment to Continuous Professional Development appropriate to role/discipline.
* Responsible for co-operating and complying with University and local policies, procedures and processes.
* Any other tasks appropriate to the post and in line with School/Department/University requirements.
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| **Core Qualifications/Knowledge/Skills/Experience** |
| * Extensive knowledge and experience of relevant systems, processes, policies and working practices, together with an appreciation of wider University systems
* Knowledge and skills typically gained following an extended period of training resulting in a formal qualification (HND minimum)
* IT Literacy and up to date knowledge of relevant packages, software, databases and IT systems
* Analytical and problem solving skills
* Strong interpersonal and influencing skills
* Required to undertake continuous professional development (CPD)
* Experience of working independently and dealing with unforeseen problems
* Organisational and time management skills, as well as ability to plan and organise short-term activities and events
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