

**University of London
Job Specification**

Job Title: Institute Officer

Department: School of Advanced Study

Section: Institute of Commonwealth Studies

Level: 05 (CTS)

Job Purpose:	To support the Manager of the Institute of Commonwealth Studies in the day-to-day running of the Institute and Human Rights Consortium (HRC), including supporting fellows, academic staff, and distance-learning students on the MA in Human Rights.	
Job Content:		%
	<ol style="list-style-type: none"> 1. Responsible for day-to-day management of Institute communications, including maintaining the departmental email accounts, updating the Institute’s websites and blog and sending digital newsletters, and the Institute’s social media presence, as directed by the Institute Manager. 2. Supporting the MA in Human Rights by distance learning by acting as the first point of contact for student queries and liaising with the University of London’s International Academy and the Programme Director as required and maintaining and updating student records. 3. Assisting with all required examinations and coursework administration related to the MA in Human Rights, including liaising with the Exams Office to ensure that exam scripts and instructions are sent to examiners in a timely fashion; collating student marks and assignments to send to relevant internal and external parties in a timely fashion. 4. Supporting the HRC’s principal network, the Human Rights Researchers’ Network (HRRN), developing this network of scholars and practitioners working in the field of human rights and building strong links between internal and external HRC associates through activities such as publishing the HRRN newsletter and assisting with the development and execution of HRRN events. 5. Coordinating the Institute’s fellowship schemes, including applications, IT accounts and network access, and dedicated fellows’ events. 6. Supporting the Institute Manager with the servicing of Institute and School committees as required. 7. Supporting the Registry team and Institute Manager with student administrative matters, including coordinating scholarship and bursary schemes and updating the Virtual Learning Environments for all Institute courses, on campus and by distance learning. 8. Marketing Institute activities, such as events, in collaboration with the Marketing and Communications team. 	

<p>9. Assisting the Events Manager in the day-to-day running of events, particularly larger-scale conferences.</p> <p>10. Day-to-day administrative support to the Institute and its staff and office management, including placing stationery orders, monitoring IT account access, and space management, in collaboration with the Institute Manager.</p> <p>11. Maintaining good working relationships with the central support teams in the School and in the University.</p> <p>12. To actively follow and promote the University of London policies, including the University's Dignity at Work and Equal Opportunities Policy and actively promote these wherever possible.</p> <p>13. To maintain an awareness and observation of fire and health and safety regulations.</p> <p>14. Any other duties consistent with both the grade and scope of the post</p> <p>15. Any other duties reasonably required of the postholder by the reporting manager.</p>	
<p>Reports to:</p> <p>Responsible for:</p>	<p>Director of the Institute/Institute Manager</p> <p>N/A</p>
<p>Additional demands of the role:</p>	<p>N/A</p>

Person Specification	
<p><u>EXPERIENCE & PERSONAL QUALITIES</u></p> <p><i>Essential:</i></p> <ul style="list-style-type: none"> • Experience of working in a busy office environment • Experience of varied administrative functions committee servicing and management, student administration, and/or event management • Experience of working on concurrent tasks to competing deadlines without losing accuracy or focus, and the ability to prioritise a busy workload • Experience of maintaining websites and other web-based resources • A confident and friendly communicator, able to establish and maintain good working relationships with colleagues and others at all levels • An ability to work effectively, using your own initiative <p><i>Desirable:</i></p> <ul style="list-style-type: none"> • Experience of working in higher education • Knowledge and understanding of the UK higher education environment and its challenges 	
<p><u>TECHNICAL KNOWLEDGE & SKILLS</u></p> <p><i>Essential:</i></p> <ul style="list-style-type: none"> • Good IT skills, particularly the Microsoft Office suite of programmes • A demonstrable aptitude for learning to use unfamiliar/new IT software and applications, including content management systems for websites, financial software etc 	

- Excellent written and oral communication skills, sufficient to represent the Institute to internal and external stakeholders

Desirable:

- Experience of using social media for professional purposes
- Knowledge of using email marketing platforms such as MailChimp

EDUCATION & PROFESSIONAL QUALIFICATIONS

Essential:

- No specific educational qualifications however the postholder should be of degree calibre, evidenced through qualification or experience

Desirable:

- A desire to develop a career in Higher Education.

Competency Requirements	Essential	Desirable
Academic Community focus	C	C
Adapting to change	B	C
Creativity and innovation	B	C
Interpersonal understanding	C	
Managing resources	B	C
Organisational commitment	B	C
Proactivity and planning	B	
Problem solving and decision making	B	C
Resilience	B	C
Working collaboratively with others	B	C
<p>Competencies are scored on an A-D scale, with D representing the highest demonstration of the competency.</p> <p>For further information on each of the competencies and relevant levels, please refer to the University's Competency Model http://www.london.ac.uk/5258</p>		