

Faculty Administrator Role Advert 12 months Fixed Term Contract  
Salary – Competitive  
Hours 0.6 – 0.8 per week

Metanoia Institute is a busy and expanding organisation incorporating a wide range of academic programmes necessitating, dedicated administrative support which provides the key interface/contact with the student body.

This role is an exciting opportunity to be part of an energetic team at the forefront of delivering high quality, comprehensive administrative support throughout the student lifecycle, right from enrolment through to receiving their results. This is a role in the operational delivery of the programmes and modules.

You will work closely with your academic and non-academic colleagues to ensure that our students are provided with the best possible service throughout their time at the Institute.

We are looking for someone with strong administrative background to provide assistance in a wide variety of situations across Faculty 1.

The job description of the role gives the full range of activities you may be involved with, in support of the Faculty work. Previous experience in Higher Education administration is essential.

**You will have:**

Previous experience in an administrative role.

Good organisational and IT skills including high levels of experience of working with databases to maintain and retrieve data, knowledge of Moodle.

A strong focus on attention to detail and maintaining accuracy.

A strong commitment to the provision of an excellent customer service with the ability to proactively suggest improvements.

The ability to develop and sustain collaborative and effective working relationships with a range of colleagues and be passionate about delivering excellent customer service to them.

Excellent communication, negotiation and interpersonal skills, with the ability to show empathy and sensitivity when required.

To apply, please complete the application form and submit a CV with Cover Letter to [hr@metanoia.ac.uk](mailto:hr@metanoia.ac.uk)

(Note: Applications close at midnight on 15th September 2023.)

Interviews will take place week commencing 25<sup>th</sup> September 2023