

Human Resource and Talent Management Section



University of Seychelles

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Campus: Anse Royale and Mont Fleuri

FACULTY ADMINISTRATIVE UNIT	
Post title:	Faculty Coordinator
Reports to:	DEAN
Academic qualification:	• First Degree (NQF Level 7) or higher in professional field directly related to post-title OR • 5 years qualifying experience including an Advanced Diploma in a directly related field.
Professional experience:	• Good knowledge of academic disciplines, programmes and terminology • Experience in a student services environment and a passion for supporting student learning and the overall student experience • Knowledge of office management principles and procedures • Knowledge of budgeting and cost control procedures would be advantageous
Additional Criteria (Knowledge, Skills & Abilities)	• Demonstrated experience at an intermediate/advanced skills level in computing and internet applications including Windows environment, Word, Excel, PowerPoint, SharePoint, etc • Demonstrated ability to maintain confidential information as well as exercise discretion and strong judgment in handling sensitive information. • Ability to independently draft professional correspondence and reports. • Demonstrated ability to successfully plan and coordinate activities and projects • Great organizational skills with the ability to effectively prioritize tasks in an office environment with frequent interruptions and changing demands • Ability to develop flexible approaches toward work procedures in a dynamic work environment • Good communication skills including the ability to communicate effectively both in writing and verbally

	• Ability to patiently and effectively communicate with a diverse range of people and situations, including the ability to diffuse tension in interactions with upset or angry people • Ability to establish and maintain effective working relationships with university administration, faculty, staff and students • Able to work independently and function successfully as a member of a team • Able to respond to inquiries and complaints and resolve issues in a timely and appropriate manner
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Job Purpose

The Faculty Coordinator performs a variety of administrative duties in support of the faculties' education plan and operation.

S/he serves as primary point of operational and administrative contact for internal and external clients, sometimes on complex and confidential issues.

S/he coordinates the provision of office and staff support services to the faculties, and oversees and/or participates in the coordination, supervision, and completion of special projects and/or events. S/he may serve on a variety of committees in a support capacity.

Main Duties and Responsibilities
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Under the guidance of the Dean,

- 1. Coordinates the administrative support functions and activities in support of the Office of the Deans and the Faculties. S/he**
 - a) Coordinates office operations for the faculties including schedules and deadlines;
 - b) Coordinates and implements Office procedures and practices for the faculties;
 - c) Resolves administrative problems by analyzing information and identifying and communicating solutions;
 - d) Contributes to the introduction of continuous improvement activities for the administrative processes for the faculties;
 - e) Informs Faculty staff, students and others on policies or revisions, procedures and plans;
 - f) With the assistance of the PA organises Faculty documents into updated filing systems;
 - g) Gathers, enters, and/or updates data to maintain Faculty records and databases, as appropriate;
 - h) Establishes and maintains files and records for the Office to include employee information and faculty operations;
 - i) Assists in the preparation of reports and presentations and aids in the budgeting process;
 - j) Serves as liaison with the technical support staff for office equipment;
 - k) Prepares travel documents and makes the travel arrangements for Faculty staff or others (visitors, guest lecturers, etc) as requested;
 - l) Assists with office space planning, coordinating the use and organisation of office space with the assistance of the Dean of Facilities Unit, to ensure a more efficient service;
 - m) Organises and facilitates meetings, conferences, and other special events, as required;
 - n) Helps organize small to large scale events and provides ongoing assistance during events;
 - o) Assists in the coordination, supervision, and completion of special projects as appropriate;
 - p) Creates written and typed reports, including memos and business letters;
 - q) Maintains and orders necessary office equipment and supplies, as needed;

- r) Provides assistance in filtering and forwarding communications to proper individuals and departments;

2. Coordinates administrative support for enrolment, registration and student related issues. S/he

- a) Coordinates response to student issues (appeals, complaints, requests, queries, etc.), including written and verbal communication;
- b) Facilitates follow up with students and other stakeholders providing resolution to matters raised using a variety of communication skills such as mediation;
- c) Determines the need for and escalate student issues to the Deans for further intervention when required;
- d) Maintains detailed records of all student issues attended to;

3. Assists in coordinating budget-related activities:

- a) Assists with the monitoring and coordinating of accounting activities as appropriate, and the preparing of internal reports for Faculty Management (eg Office expenses);
- b) Participates in budget planning and management, as required;
- c) Works with the Finance Section to process invoices, make payments, and track receipts;
- d) Manages office supply budget, and oversees other expenses necessary to the day-to-day administrative operations of the Faculties;
- e) Undertakes orders and maintenance of all Faculty supplies and manages inventory of office supplies;

4. Human Resources Responsibility

- a) Assists with the Reviews of job descriptions and creation of new job descriptions as required;
- b) Assists with the recruitment and selection process of staff for the Faculties; participates on recruitment committees as delegated by the Dean
- c) Assists with the on-boarding and training of new faculty members;
- d) Offers advice to Faculty staff highlighting to them the problem areas and recommends follow-up action where required;
- e) Assists in handling of human resources activities, including payroll and personnel databases;
- f) Acts as the focal person for HR matters in the absence of the Dean;

5. Other related duties:

- a) Provides input to administrative practices and procedures in place;
- b) Contributes to and promotes a safe, respectful, and inclusive work environment by adhering to University policies and procedures and completing mandatory training programs.
- c) Represents the Faculty on committees and community events, as required.
- d) Performs job-related duties as assigned by the Dean;

Professional Development

- 1. Responsible for continuing self-initiated professional development
- 2. Participates in University staff development initiatives
- 3. Attends training programmes as identified and agreed for appropriate development
- 4. Engages in professional development activities as required

Expectations of all staff

Professional standards

All staff employed by the University are expected to exhibit high professional standards which promote and demonstrate the University's core values of Excellence, People Focused, Partnership Working, Fairness and Integrity.

Equal opportunities

All staff are expected to understand and enact the University's commitment to ensuring equality and diversity in all activities.

Dignity at work

Every member of staff has a responsibility to ensure colleagues are treated with dignity and respect.

The University is committed to creating a work environment for all staff that is free from harassment, intimidation and any other forms of bullying at work, where everyone is treated with dignity, respect and professional courtesy.

Health and Safety

The arrangements for meeting the University's health and safety objectives are contained in the UniSey's Health and Safety Policy. This includes the responsibilities of key staff and procedures covering the main activities of the University. All staff are expected to take reasonable care of themselves and those that may be affected by their actions.

Dress code

The University does not operate a formal dress code for its employees, other than for those who are provided with uniform and/or protective clothing. However, employees must ensure that their dress is professional, reasonably smart and appropriate for the situation in which they are working. All staff should ensure that they present a professional image and one that reflects sensitivity to customer perceptions. This may reflect their ethnicity and lifestyle, but should not be provocative or cause offence to those with whom they have contact.

Staff Full Name:	Signature:	Date:
Line Dean Full Name:	Signature:	Date: