



Support Performance Review Appendix A

If you are employed as a Grade 3-5 Faculty Administrator, Appendix A applies to your role.

Administration Training Matrix Proposal

As agreed by Rectorate Team in July 2016, a matrix of skills training for administrative staff was developed. The purpose is to upskill staff, ensure they are fully trained to meet their objectives, and to continue to provide an efficient service.

The details of this are provided below for information and consideration during the performance review process.

Grade 5

Experience required in job description:

- Experience of general office work, with a very high level of organisational skills.
- Ability to work proactively to resolve issues that may arise
- Ability to work as part of a team, as well as independently, in a busy office environment
- Ability to deal competently with Faculty stakeholders
- Ability to manage the demands of multiple projects
- Skilled use of information technology, including Agresso and SITs
- Servicing meetings, including minute taking
- Highly literate and articulate
- Experience of Terminal 4 and similar packages to support update of Departmental web sites
- Ability to work confidentially
- Proactive with a high level of organisation skills
- Flexible approach with an ability to multi task
- Enthusiastic approach to work.

Grade 5 - Training Matrix	
General H&S	Core
Equality and Diversity	Core
Data Protection/Bribery	Core
Fire Training	Core
Microsoft Office: <ul style="list-style-type: none"> • Advanced Word • Advanced Excel 	Core
SITS Training: <ul style="list-style-type: none"> • Entering assessment submission dates • Entering coursework marks and confirm these following Award and Progression Boards • Preparing information for Award and Progression Boards • Enter absence records • Amend student attendance records in SITs as necessary following submission by academic colleagues • Room Booking system • E-Reporter – what E-Reporter can do for you? 	Core – Refresher training to take place annually
Agresso Training: <ul style="list-style-type: none"> • Use of Agresso • Use of Agresso budget management reports • Budget training – understanding budgets 	Core for Administrators who look after Finance

Grade 5 - Training Matrix <i>continued</i>	
CIPHR Training: • Inputting staff absence and holidays	Core for administrators who submit departmental absence and holidays
Customer Service Training: • Putting yourselves in the student's position and how you would like to be dealt with – Student experience • Be confident and pro-active when dealing with people • Providing the right attitude to customers • Assertiveness	Core – Refresher to be included as part of Communities of Practice
Supporting Students: • Equality • Disability • International students • What is Hope Student Experience	Core
Minute taking	Core
Web Training	Core
Social Media	Optional
Learning Technologies: • Moodle • Turnitin • Electronic Marking	Optional
Time Management	Optional

Grade 4 Administrative staff

Experience Required in Job Description:

- Experience of administration work, with excellent organisational skills
- Experience of minute taking
- Ability to work proactively to resolve issues
- Ability to work as part of a team, as well as independently, in a busy office environment
- Ability to deal competently and confidently with a broad range of people
- Skilled use of information technology including, Microsoft Office and the ability to learn and use 'in-house' IT systems
- A pro-active 'can-do' attitude to work
- Ability to deal with confidential issues with tact and sensitivity
- A commitment to the values and mission of Liverpool Hope University.

Grade 4 - Training Matrix	
General H&S	Core
Equality and Diversity	Core
Data Protection/Bribery	Core
Fire Training	Core
Microsoft Office: • Advanced Word • Advanced Excel	Core
SITS Training: • Entering assessment submission dates • Entering coursework marks and confirm these following Award and Progression Boards • Preparing information for Award and Progression Boards • Enter absence records • Amend student attendance records in SITs as necessary following submission by academic colleagues • Room Booking system • E-Reporter – What can it do for you?	Core – Refresher training to take place annually
Agresso Training	Core for Administrators who look after Finance

Grade 4 - Training Matrix <i>continued</i>	
CIPHR Training: • Inputting staff absence and holidays	Core for administrators who submit departmental absence and holidays
Customer Service Training: • Putting yourselves in the student's position and how you would like to be dealt with – Student experience • Be confident and pro-active when dealing with people • Providing the right attitude to customers • Assertiveness	Core – Refresher to be included as part of Communities of Practice
Supporting Students: • Equality • Disability • International students • What is Hope Student Experience	Core
Minute taking	Core
Web Training	Core
Social Media	Optional
Learning Technologies	Optional
Time Management	Optional

Grade 3 Administrative staff

Experience Required in Job Description:

- Good communication skills
- Prior experience of office administration
- Experience of customer service environment
- Organisation skills
- Team work and can work independently
- Flexibility
- Ability to work under pressure and to time scales
- Confident
- Initiative
- Experience of working effectively in an office environment.

Grade 3 - Training Matrix	
General H&S	Core
Equality and Diversity	Core
Data Protection/Bribery	Core
Fire Training	Core
Microsoft Office: • Advanced Word • Advanced Excel	Core
SITS Training: • Entering assessment submission dates • Enter absence records • Room Booking system • E-Reporter	Core – Refresher training to take place annually
CIPHR Training: • Inputting staff absence and holidays	Core for administrators who submit departmental absence and holidays
Customer Service Training: • Putting yourselves in the student's position and how you would like to be dealt with – Student experience • Be confident and pro-active when dealing with people • Providing the right attitude to customers • Assertiveness	Core – Refresher to be included as part of Communities of Practice

Grade 3 - Training Matrix <i>continued</i>	
Supporting Students: <ul style="list-style-type: none"> • Equality • Disability • International students • What is Hope Student Experience 	Core
Minute taking	Optional
Web Training	Optional
Social Media	Optional
Learning Technologies	Optional
Time Management	Optional