Administrative Assistant

Goal

To perform duties of an administrative nature for the institution, or parts thereof, in accordance with procedures and legislation and regulations, thereby ensuring that data, administrative and otherwise, is processed and recorded in good time and correctly.

Context

Reports to/receives hierarchical guidelines from one of the following officials:
- Service Department Director
- Head of Department
- Team Leader

RESULTAREAS

Main activity	Frame	Result	Activity
1. Data processing			
To collect, verify, correct, enter and save data in administrative systems	Administrative procedures and guidelines Administrative systems	Full and correct information is available in time	- Verify the data to be processed for accuracy, completeness and initialling/authorisation, and make inquiries and/or obtain supplementary data as required - Encode data, perform simple calculations - Enter data in the (computerised) system - Ensure data has been correctly processed, make corrections or delegate this - Save/archive accounting documents - Draw up periodical overviews by generating, modifying and classifying administrative data
2. Information provision			
To act as the first point of contact for questions from staff and external parties to the superior/ department and to answer these questions or refer them onwards	Internal guidelines and authorities Laws and regulations	Information is transferred effectively and the superior and/or the department is/are relieved of this duty	- Answer questions, provide information - Refer questioners to the correct persons - Look up specific information and make internal inquiries - Send written information - Maintain contacts with external parties
3. Personnel Administration			
To collect, register, manage and report personnel data	Regulations, procedures and instructions in the area of personnel administration Laws and regulations	Personnel data is available in time and is correct	- Verify input documents and enter personnel data in the personnel information system - Collect and group information from (computerised) data files - Provide administrative and secretarial support to and supervision of P&O procedures (recruitment and selection, performance interviews, dismissal formalities and assessments, etc.) - Provide information on administrative P&O procedures and regulations
4. Salary Administration			
Process salary and payment data	Internal and external administrative procedures and guidelines Employment provisions Laws and regulations	Timely and correct calculation and payment of salaries and other payments	- Collect, or delegate the collection of, gross salary data, and verify and process the data - Keep file with salary and deduction data up to date - Verify that salary runs, performed either internally or externally, are complete and correct; make corrections, or ensure that this is done, and release salaries/payments for payment - Record salaries, payments and deductions in the accounts - Compile and verify (statutorily) prescribed overviews and declarations - Provide information to staff and external bodies on salary calculations, taxes, social security laws, company regulations
5. Student Administration			
To register, enrol and terminate the enrolment of students, guest	Administrative procedures and guidelines	Effective registration and processing of applications	- Test the entry requirements and apply any exemption regulations, as well as request information about unknown international diplomas, investigate and assess applications rejected by the IB group

Main activity	Frame	Result	Activity
students, promovendi on a scholarship and auditors	Administrative systems International and national legislation and regulations		- Process the decisions of the examination committee and academic results not obtained from the institution - Ensure that applications to external institutions are submitted in due time - Draw up the enrolment procedure for students, admission requirements per study programme and the procedure for deficiencies and exemption regulations, if applicable - Assign codes to new study programmes in the computerised administrative system - Supply the data required to layout enrolment forms and documentation for students - Maintain the student files of the study programme and student dossiers
6. Registrar's Office			
To perform the duties of the Registrar's Office	Administrative procedures and guidelines Administrative systems	Effective registration, processing and provision of curriculum information	- Provide administrative support to teachers, including drawing up the room schedule and arranging room hire, supply overviews of students/course participants and process the administration of study materials (readers, study manuals) - Handle the administrative processing of degree certificates - Assume responsibility for the logistical process for the course catalogue and providing information for the faculty's webpage - Maintain academic records and laboratory and curriculum administration - Ensure the alumni file is up to date - Archive work-related documents - Administrative preparation and handling of the examinations, including the archiving of all associated documents
7. Research Administration			
To perform administrative duties with regard to projects concerning specific areas of research	Administrative procedures and guidelines Administrative systems	Project results are processed and registered accurately	- Register research data - Develop, or co-develop, implement and monitor systems and procedures with regard to the project administration - Handle the financial-administrative aspects of research reports - Draw up work plans - Place, or delegate the placement of, orders of materials required for the research and handle the associated administrative processing
8. Patient Administration			
Process and keep up to date patient data (people or animals)	Administrative procedures and guidelines Administrative systems	Patient data is processed and registered accurately	- Handle the administrative processing of doctor/vet visits - Register and enter the information stated on the consultation form - Maintain consultation letter archive
9. Accommodation and real estate administration			
To perform administrative duties with regard to accommodation,	Administrative procedures and guidelines	Effective information provision, registration and	- Handle the administration of agreements on behalf of the institution or faculty/faculties with regard to accommodation and facility matters - Execute and supervise the effective administration of location management

		RESULTAREAS	
Main activity	**Frame**	**Result**	**Activity**
location management and real estate	Administrative systems	accounting	- Handle the administration of new buildings and other investment projects

10. Purchasing Administration

To perform administrative duties with regard to orders or goods and/or products received and the associated invoices	Standard forms and work instructions	Purchasing data is processed and registered correctly and in good time	- Process placed and delivered orders - Obtain information on the status of current orders - Verify invoices and contact supplier in the event of discrepancies - Manage an item documentation system - Manage a contract register

11. Creditor Records

To verify, process and release for payment invoices and declarations received	Administrative procedures, instructions and provisions/ regulations with regard to cash flow forecast and position and credit facilities	Invoices are credited and released for payment correctly and efficiently	- Check the invoices and declarations to be paid for completeness and accuracy; trace and correct discrepancies and errors - Determine which invoices and declarations should be released for payment or stopped, taking account of the cash flow forecast and position - Resolve discrepancies and handle payment reminders with creditors under the assigned authorities and/or in consultation with the superior - Prepare and record, or assist in the recording of, the purchasing invoices in the accounts

12. Debtor Records

To verify, process and facilitate the payment of invoices for delivered services	Administrative procedures, instructions and provisions/ regulations with regard to credit periods and statutory regulations	Payments are collected correctly and as efficiently as possible	- Create and book invoices, sales invoices/charges - Compare payments with invoice amounts and trace and resolve discrepancies - Process payments in the debtor ledger and ledger accounts - Monitor the movements in debtor balances, detect outstanding payments and attempt to keep outstanding payments to a minimum - Remind debtors of their payment obligations in accordance with procedures, engage collection agency in consultation with superior - Run a credit check of new and existing business contacts and provide advice on this

13. Stock Records

To handle the administration of inventories	Administrative procedures and guidelines Administrative systems	Data is available in time and in full and inventory discrepancies are kept to a minimum	- Check orders and invoices - Spot discrepancies and shortages and consult with suppliers - Process inventory changes - Perform, or delegate the performance of, stock checks, analyse discrepancies and make corrections - Indicate/determine minimum and maximum inventory and ordering levels in consultation with purchasing department and manager

14. Cash Management

To manage cash	Administrative procedures	Cash payments and cash	- Keep an optimum amount of cash available

RESULTAREAS			
Main activity	**Frame**	**Result**	**Activity**
	and guidelines Administrative systems	receipts are handled and accounted for correctly and in time	- Effect cash payments and receive cash payments - Encode and book payments received and payments made in the cash book and bank book - Arrange and execute secure transports - Encode and book payments received and payments made in the cash book - Manage the safe
15. Fixed assets			
To administer fixed assets	Administrative procedures and guidelines Administrative systems	Information on fixed assets is correct, complete and available in time	- Verify that applications for capital goods are included/reserved in the budget and register submitted and approved investment proposals - Calculate write-downs and book values, capital disposal charges and interest charges - Verify that orders have project approval and check that invoices correspond with order and customer details - Draw up journal entries and prepare specifications for the annual accounts - Prepare reports, graphs and overviews regarding the budget situation
16. Ledger			
To manage the ledger accounts	Administrative procedures and guidelines Administrative systems	Information on and account of revenues, expenses and results are correct and available in time	- Keep day books and ledger accounts using financial documents - Keep subsidiary ledger, including debtors, creditors, inventories and fixed assets - Close ledger accounts and compile the balance sheet and the profit and loss account - Process transitory items and provisions
17. Functional Application Management			
To monitor and analyse the operation and functionality of ICT products and take any necessary preventive and corrective measures	Set requirements and standards Procedures and/or work instructions Administrative systems	Optimally functioning ICT products	- Diagnose and analyse operating problems of ICT products - Make proposals for modifications in ICT products - Design and implement structural modifications in ICT products - Implement modifications, maintenance procedures and production timetables - Test the modifications against set requirements

Ranking criteria Administrative Assistant

Function level / Ranking criteria	Administrative Assistant 1	Administrative Assistant 2	Administrative Assistant 3	Administrative Assistant 4
Data entry	Independently enters data	Independently enters data	Enters data on the basis of detailed instructions.	Enters data under direct supervision.
Verification of data	Independently verifies and corrects various types of data in consultation with data providers.	Performs checks by comparing data on the basis of instructions and inquiries.	Performs checks by comparing data on the basis of instructions.	Verifies the completeness of data on the basis of detailed instructions.
Coordination and interpretation of data	Interprets data on the basis of the mutual relationship between the various types of data. Requires consultations with external persons.	Interprets data on the basis of the mutual relationship between the various types of data. Requires consultation with staff at the institution.	Exchanges and coordinates data.	Exchanges data.
Analyses and overviews	Independently performs analyses and produces overviews.	Performs analyses and produces overviews on the basis of specific instructions or corresponding analyses performed earlier.	not applicable	not applicable

Ranking Rules Administrative Assistant

Administrative Assistant 4 applies if all criteria described for Administrative Assistant 4 are met
Administrative Assistant 3 applies if all criteria described for Administrative Assistant 3 are met
Administrative Assistant 2 applies if all criteria described for Administrative Assistant 2 are met
Administrative Assistant 1 applies if all criteria described for Administrative Assistant 1 are met