

Research on the construction of teaching secretary team in new era

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Abstract: University teaching secretary is an important part of the university teaching management team, its job responsibilities almost cover the whole teaching process, its work ability and level directly affect the quality of teaching and teaching management quality. But in the real work, teaching secretary is easy to fall into the dilemma of job burnout, especially in the context of the new era such as connotative education and digital education, the workload of teaching secretary increases and the way of work is innovative, which intensifies the psychological pressure of teaching secretary. The author has 10 years of teaching secretary work experience. Through literature research and interviews, the author studies the construction of teaching secretary team, helps the stable and high-quality development of teaching secretary team, makes it a powerful force for talent training in the new era, and thus strengthens the teaching and quality assurance system in colleges and universities.

Key words: teaching secretary in universities; Quality assurance; Job responsibilities and requirements; Job burnout; Team building

Teaching secretary is the most basic manager and executor in the teaching management team of colleges and universities. His efficient and meticulous work is the basis to ensure the normal operation of teaching and plays a vital role in maintaining the teaching order in colleges and universities. At the same time, teaching secretary is also the service provider of teaching management, serving for teaching, teachers and students, and shouldering the noble mission of "service and education". A more appropriate expression for teaching secretary is "the participant in the whole process of teaching management", whose work ability and level directly affect the effectiveness of school teaching management and the realization of talent training goals. Especially in the context of connotative education, teaching management will become the key work of the school, and the responsibility and task of teaching secretary will be more prominent.

The work of teaching secretary runs through the whole teaching and is very important. However, in terms of work and career development, the confusion and difficulties encountered by teaching secretaries are also real. Although the Ministry of Education regularly evaluates the teaching level and teaching ability of colleges and universities, there is no detailed regulation on how to build teaching management team, which leads to the uneven quality level of teaching management personnel in colleges and universities. At present, most of the policies issued by the state are biased towards student training and school construction, and seldom pay attention to the needs of teaching management staff in colleges and universities, which inhibits their enthusiasm to a certain extent. In addition, the work of teaching secretary is complicated, teaching secretary is easy to produce job burnout, which will have a negative impact on teaching operation and teaching quality assurance. Colleges and universities should attach importance to the construction of teaching secretary team, and establish a teaching secretary team with reasonable structure, high quality, relatively stable and dedication through a series of measures such as sorting out post responsibilities, mining post value, alleviating job burnout and clarifying career development.

1. Job responsibilities and job requirements of teaching secretaries in the new era

Only by clarifying the job responsibilities of teaching secretary can we clarify the employment needs of the post, so as to provide a theoretical basis for establishing a teaching secretary team that meets the requirements of the new era. As an important member of college teaching management, college teaching secretary undertakes the organization and management of general teaching activities in colleges and universities. According to incomplete statistics, teaching secretary undertakes more than 60 kinds of work, and with the reform of education, teaching secretary is also facing new challenges, its job responsibilities can not be completely listed. This article will systematically analyze the teaching secretary's job responsibilities and job requirements from the main functions.

(1) General manager of teaching operation

Teaching secretary is involved in the management and execution of teaching operation, mainly including: curriculum arrangement and teaching management, examination and score management, teaching archives management, textbook management, and student status management. The teaching operation requires the teaching secretary to be familiar with the teaching process and teaching laws, rigorous work style, solid professional ability, strong sense of responsibility, service awareness and communication and coordination ability, and excellent psychological quality; While serving students, we should also keep in mind the fundamental goal of "moral education" and fulfill the post of "service education". Digital teaching also requires the teaching secretary to master the relevant digital management means, skilled use of various management platforms.

(2) Teaching staff

With the unique perspective given by this position, teaching secretary can observe a lot of valuable events and signals in the work process, and the teaching information obtained is more comprehensive, timely and accurate, so it can provide data and experience support for leaders to make decisions, and become the teaching staff for leaders to make decisions. In order to complete this job well, the teaching secretary needs to have the ability of data sorting and summary and language expression.

(3) Teaching data analyst

In order to do a good job of "teaching staff", teaching secretaries should learn to use various methods and means to improve the ability of data integration, but also to exert their subjective initiative, pay attention to the quality of teaching data, and be the discoverer, researcher, evaluator and feedback of teaching. The formation of teaching data requires a long time and conscious accumulation, which requires the teaching secretary to have the awareness and sensitivity of data integration.

(4) Teaching quality supervision

The work of teaching secretary runs through every link of personnel training, and participates in and deeply understands the whole process of personnel training and implementation. Timely prediction, discovery and feedback of problems are helpful to maintain the stability of teaching order and realize the goal of talent training. In this job, the teaching secretary should maintain a strong sense of responsibility, responsible for teaching, responsible for the students.

2. Analysis of the cause of job burnout of teaching secretary

Job Burnout refers to the state of physical and mental fatigue and exhaustion produced by individuals because of too much work pressure, long-term emotions can not be effectively released and interpersonal tension. American psychologists believe that job burnout is easy to produce in the helping industry, and pointed out the three main characteristics of job burnout: "emotional exhaustion, low sense of accomplishment, and indifference of humanity". Teaching secretary is such a helping industry, he wants to help schools, colleges, teachers, students can get due development. The educational reform in the new era is bound to bring higher requirements and greater workload to the teaching secretary. In such a complex working environment, the teaching secretary is easy to produce job burnout. The research shows that the incidence of job burnout of teaching managers reaches 76.84%, and teaching secretaries, as the most basic teaching managers, have more serious job burnout. Colleges and universities should pay full attention to this problem, analyze its causes and seek solutions, otherwise it will directly affect the level of teaching management and become a short board restricting the reform, innovation and rapid development of colleges and universities. There are individual differences in the causes of job burnout of teaching secretaries, but the following reasons are universal.

(1) The work is complicated and the responsibility is heavy. In the teacher-student ratio, the state requires that the ratio of counselors to the number of students should be no less than 1:200, and the ratio of ideological and political teachers to the number of students should be no less than 1:350, but the ratio of teaching secretaries to the number of students has no policy basis. In some colleges and universities in China, the ratio of teaching secretaries to students can even reach 1:2000, which brings a huge workload can be imagined. Teaching secretary's daily work is more, but also to complete a variety of policy interpretation, problem feedback and other work, and can not be any slack, a small mistake may bring teaching accidents, and even affect the graduation of students, great responsibility, psychological pressure.

(2) Lack of professionalism. Teaching secretary work is not only related to complicated daily work, but also related to the profession, which requires teaching secretary to have the dual ability of administrative management and professional office. But the reality is that teaching secretary education is generally lower than teachers, professional slightly inferior, even the school assigned a master's degree teaching secretary to the college, his profession often does not match to the college.

(3) Lack of systematic training. With the development of The Times, the post of teaching secretary is constantly facing new challenges, and it is in urgent need of training to improve work ability, but there are few appropriate training, and there are few independent training in schools.

(4) The career development is unclear. The job responsibilities of a teaching secretary determine that most of his work cannot be quantified, and the homogenization of assessment standards in most colleges and universities leads to the disadvantage of teaching secretaries in the assessment and job title evaluation. Many colleges and universities have not set up channels for teaching secretaries to promote their positions. Most colleges and universities establish special awards, special scientific research projects, mature career planning and additional subsidies for counselors who are also grass-roots positions. In contrast, there are few incentives and career development plans for teaching secretaries.

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3. Suggestions for improving the teaching secretary workforce

In order to establish a teaching secretary team that meets the development requirements of the new era, we should start from the two aspects of job responsibilities and job burnout, that is, meet the needs of the job, but also solve the practical problems encountered in the work. Schools are the main body of team construction, the leadership of colleges and universities should be fully aware of the impact of teaching secretaries on teaching operation and teaching quality, establish the goal of "building a high-quality teaching secretary team", and formulate a complete and feasible plan, from the recruitment and selection, the size of staffs, training and development, evaluation and promotion, to provide the corresponding policy, system, technology and other aspects of support and guarantee. Therefore, the following suggestions are given in this paper:

(1) Use the "person-post matching" model as the adjustment mechanism of teaching secretary post. In terms of college selection, the man-post matching theory can help schools and staff to carry out post matching, two-way matching, two-way selection, optimize human resource allocation, so that employees can clearly identify their own development deficiencies, specifically promote own abilities, and help career development.

(2) Improve the teaching secretary training system and enhance the professional level. Colleges and universities should incorporate the construction of teaching secretary team into the overall plan of school teacher team construction, scientifically design the training mechanism, training content and training methods, and improve the professional level and comprehensive quality of teaching secretaries. The training should be carried out scientifically, planned and continuously, such as pre-job training, education concept training, professional ability improvement training, teaching research training, etc., and the matching service, management, supervision and assessment mechanism should be formulated to ensure that "training is effective". Training will also prompt teaching secretaries to re-examine their professional nature and career planning, professional self-esteem will be established, so as to promote work efficiency¹.

(3) Increase the number of teaching secretaries. In order to alleviate the long-term work pressure of teaching secretaries, training alone is far from enough, and the premise is still to have plenty of energy and scheduling time, so the teaching secretary team needs to be expanded. The number of teaching secretaries should be linked with the number of students, teachers and majors, because these are within the scope of his service, and the workload will increase proportionally. After the increase of teaching secretary, how to divide the job responsibilities also needs scientific planning.

(4) Establish and improve the teaching secretary performance appraisal and promotion mechanism. In terms of professional title promotion, schools should attach importance to the actual workload and work ability of teaching secretaries, as well as the actual effectiveness of teaching management, and set up assessment and promotion methods in line with the teaching secretary post. The work assessment has clear rules, the promotion channels are clear and can be realized, and the teaching secretary will be more proactive and creative when working.

(5) Pay attention to the psychology of teaching secretary and establish communication channels. The work of teaching secretary is complicated and the object of service is complex and diverse, which can easily lead to negative emotions of teaching secretary. Colleges and universities should make use of the psychological counseling department to provide teaching secretaries with psychological counseling regularly to keep them healthy and happy working state. At the same time, opening the channels for teaching secretaries to exchange learning and upward feedback can not only contribute ideas to the teaching management of the school, but also enhance the working ability and professional identity of teaching secretaries.

4. Epilogue

The working ability and level of teaching secretary directly affect the realization of teaching management and talent training goals, but there are still many teachers and students can not fully understand the importance of teaching secretary, or even deny its professionalism. These problems need to be supported and solved by the school from the aspects of policies and systems, pay attention to the construction and follow-up training of the teaching secretary team, delineate a clear career development route for the teaching secretary, and support the personal development of the teaching secretary while improving the level of teaching management.

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