

JOB DESCRIPTION

Vacancy reference:	SRF 42325/AS/HBS/20220721
Post Title:	Client Relations Administrator
Grade:	5
School/Department:	Henley Business School, Marketing & Reputation
Reports to:	Head of Marketing & Reputation
Responsible for:	N/A

Purpose

We are seeking to appoint an experienced Department Administrator (Client Relations) to service membership-based research centres within Henley Business School's Department of Marketing and Reputation. These currently include the Henley Centre for Customer Management, the John Madejski Centre for Reputation, and other associated activities to support the Department's teaching and research activities. The groups are unequal in size and scope, and it is expected that in the first instance, the bulk of time will be allocated to supporting the Henley Centre for Customer Management.

Main duties and responsibilities

- Responsible for the development and maintenance of administrative systems and processes to ensure the efficient and effective operation of the Department's Centres.
- Identify and develop opportunities that contribute to business growth strategies through maintaining client relationships and managing projects that deliver measurable results. Plan and manage events for the Centres and participate in internal and external events as a delegate or presenter on behalf of the Centres as and when required. Work closely with the Centre Directors to create, develop and implement business development strategies that include internal and external PR and marketing.
- Provide professional, technical, and administrative support for the Centre Directors, including monitoring of budgets and, where required, diary management, to ensure the smooth management and running of the centres.
- Where required, provide professional, technical, and administrative assistance to support academic staff in the Department
- Duties will require meeting tight deadlines while providing a professional, helpful, and friendly service to all internal and external stakeholders and demonstrate the ability to interact effectively at all levels of the organisation and with clients.

- The post holder will be expected to occasionally undertake any other duties within the Department as reasonably required, which are broadly similar to the tasks specified in this job description

Supervision received

The post holder is expected to be able to manage their own workload effectively and be experienced in working without supervision. The post holder will ultimately report to the Head of the Department of Marketing and Reputation, and day to day line management will be provided by a head of one of the research centres. In the first instance this will be the Director of the Henley Centre for Customer Management until such time as otherwise agreed.

Supervision given

None.

Contact

The post holder will liaise frequently with Centre members, academics, and colleagues in other Schools and with the Directorates (e.g., Finance, ITS, Facilities Management etc) and external agencies and visitors.

Terms and conditions

The appointment is full-time, permanent. The normal hours of work are 36hrs per week, Monday to Friday but you will be expected to work such hours as are necessary to carry out the duties associated with the post.

The position is based at the University's Greenlands campus, but the post holder will be expected to travel to other campuses of the University and to other venues as required.

This document outlines the duties required for the time being of the post to indicate the level of responsibility. It is not a comprehensive or exhaustive list, and the line manager may vary duties from time to time which do not change the general character of the job, or the level of responsibility entailed.

PERSON SPECIFICATION

Job Title	School/Department
Department Administrator (Client Relations)	Henley Business School, Marketing & Reputation

Criteria	Essential	Desirable
Skills Required	<ul style="list-style-type: none"> • Excellent organisational skills • Excellent written, oral (including presentation) communication skills • Excellent interpersonal and negotiating skills • Excellent PC skills with Microsoft Office suite including Outlook, Word, Excel, • Web design and editing skills • Ability to customise online platforms and to diagnose problems and identify solutions. • People Management Skills 	<ul style="list-style-type: none"> • Knowledge of Financial reporting
Attainment	<ul style="list-style-type: none"> • 'A' level or equivalent experience 	<ul style="list-style-type: none"> • College Diploma in Business Admin/Marketing
Knowledge	<p>General awareness and understanding of:</p> <ul style="list-style-type: none"> • Finance/bookkeeping • Customer Relationship Marketing • Business Awareness through appropriate experience 	<ul style="list-style-type: none"> • Knowledge of higher education and University procedures and policies • Finance software packages • Knowledge of Research methods

Relevant Experience	<ul style="list-style-type: none"> • Project Management • Office Administration • Event Management • Customer Relationship Management • Proven experience as senior level PA to similar senior level position 	<ul style="list-style-type: none"> • Research • Finance/budgets
Disposition	<ul style="list-style-type: none"> • An ability to work with a range of senior executive and academic staff. • Ability to work on own initiative. • Excellent team player. • Adaptable, approachable, and flexible. • Responsible. • Enthusiastic and proactive with the ability to multi-task and work independently (self-motivated) and as part of a team (co-operative). • Customer focussed. • Calm under pressure of deadlines with a "Can do" attitude. 	
Other	<ul style="list-style-type: none"> • Flexibility to work outside normal working hours • Travel as and when requested 	

Date: 20/07/22