

JOB DESCRIPTION

Vacancy reference:	SRF34116
Post Title:	Executive Support Administrator
Grade:	Grade 4
School/Department:	School of Arts and Communication Design: Department of Film, Theatre & Television
Reports to:	Head of Department, Department of Film, Theatre & Television
Responsible for:	N/A

Purpose

To provide high quality, professional administrative support to the Department of Film, Theatre & Television. The role is focused on administrative and support tasks with a key focus on delivering excellent levels of service and support to the Department. The role holder will require a good understanding of relevant systems and processes and will work under regular supervision.

Some of the precise tasks may vary dependent on the needs of the Department.

Main duties and responsibilities

- Administrative assistance – drafting and typing correspondence; photocopying; maintaining and updating filing and record management systems; receiving and responding to enquiries (including telephone and emails) providing appropriate information; arranging/booking travel; office management; processing documents for signature and tracking; to act as a key point of contact between the Head of Department and other individuals and groups within and external to the University; using Excel spreadsheets, Google Forms, Eventbrite and other IT/web platforms to support Department projects and activities; assisting the Head of Department in the administration of the workload modelling process.
- Diary and appointments management – exercising discretion and confidentiality in managing diary and organising and managing requests for appointments; arranging Department meetings (both regular and ad hoc) and meetings with external stakeholders; organisation of local Department calendars, including FTT leave calendar; administering the Minghella Studios Room Booking System, including adding and amending users, and making space bookings.
- Meeting and communication support – providing meeting support at local management level, room bookings, preparing agendas, circulating papers and follow-up actions, taking and writing up minutes in a timely fashion. Supporting the Head of Department and other Department colleagues in disseminating information within the Department.
- Visitors – meeting and greeting visitors; arranging and organising visits; liaison with visiting and emeritus staff; organising academic visitors and preparing for the visit (logistics, letters of invitation, immigration).
- Recruitment activity support – setting up student ambassadors on CampusJobs, processing timesheets and make payment; issuing calendar invites to staff for Open Days and Interview Days; ordering and sending postcards for interview day follow-up in liaison with Marketing and Communications; booking spaces for Open and Interview Days; managing sign-up and Interview

Day groups; mapping attendees' travel distance on spreadsheet; ordering tea and coffee; arranging parking; setting up UCAS forms and feedback forms on shared drive; arranging name badges, registers, parents packs; all in liaison with the Department academic leads for Open Days and Interview Days.

- Data/Reporting – downloading and checking of standard or ad hoc reports; input of data into spreadsheets or core systems where necessary; managing local records, contact information, documentation and archives.
- Event support – supporting and delivering Department events and activities (internal and external) including local conferences and seminars, recruitment, graduation, outreach or widening participation events; providing support for the administrative arrangements for any Department events or local elements of a broader School or University event; administering curriculum theatre visits, liaising with theatres about bookings, payment and ticket handling, individual charges to students; assisting with the travel arrangements and payment of visiting speakers; administering student and staff field trips.
- Website – content collation and maintenance of local web pages.
- Financial support - raising requisitions, authorising orders, managing enquiries and goods receipting invoices; updating of local inventories; monitoring of purchasing card or project spend; administering local petty cash and ticketing processes for events occurring in Minghella Studios, including student festivals of curriculum work.
- Supporting the Head of Department, Director of Teaching & Learning, Research Division Lead, and other key role holders as required with a range of Department activities and responsibilities which will ensure the smooth running of the Department on a day to day basis and which will ensure the links between members of the Department, the School, and the wider University community and other professional and administrative support services; advising colleagues on aspects of administrative and financial procedure.
- Maintaining up to date knowledge of University procedures, processes and current initiatives, projects and issues, particularly those relevant to the Department and School.
- Liaising with the Executive Support Administrators in the other two departments of the School, and with the Head of School, to ensure the smooth running of the School in relation to its strategic priorities. This may on occasion involve sharing of tasks across the Executive Support Administrator team.

Supervision received

To be line managed by the Head of Department. The post holder is expected to be able to manage his/her workload effectively and work with limited day to day supervision.

Contact

Head of Department; School/Departmental academic and professional staff; Research leads; Head of School; Technician Team based in Minghella Studios; Central University Services and Functions; Graduate School; visitors; external contacts and bodies; where appropriate, students and prospective students.

Terms and conditions

The contracted working week will be 22 hours; daily working hours will be by agreement with the line manager. The post holder may be required to occasionally work out of hours or at weekends to support events within the Department.

The core duties of the role are outlined 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.

Date assessed: 23 November 2020

PERSON SPECIFICATION

Job Title	School/Department
Executive Support Administrator	SACD: Film, Theatre & Television

Criteria	Essential	Desirable
Skills Required	<ul style="list-style-type: none"> • Excellent organisational and time management skills • Ability to ensure effective liaison and communication • Accuracy and attention to detail • Excellent IT skills with a range of IT packages and systems (incl. Microsoft Office) • Ability to provide a high standard of customer service • Ability to maintain administrative and where necessary, financial records • Ability to work collaboratively with others to achieve team goals 	<ul style="list-style-type: none"> • Ability to balance competing priorities and meet set deadlines
Attainment	<ul style="list-style-type: none"> • To hold at least GCSE Maths and English at Grade C or above (or equivalent) 	<ul style="list-style-type: none"> • Educated to a good level of education (A level standard or equivalent qualifications and/or experience)
Knowledge	<ul style="list-style-type: none"> • Familiarity with on-line processes and web based systems and with standard office systems and procedures 	<ul style="list-style-type: none"> • Modern office management systems such as shared drives and electronic record keeping
Relevant Experience	<ul style="list-style-type: none"> • Experience of working in a busy office environment within an administrative role • Experience of responding to enquiries and providing advice to a range of stakeholders • Experience of minute taking/note-taking • Experience in project administration support • Experience of events organisation support 	<ul style="list-style-type: none"> • Experience of using and maintaining databases and record systems • Experience of working with senior colleagues
Disposition	<ul style="list-style-type: none"> • Positive, proactive and flexible • Team player • Ability to maintain confidentiality 	<ul style="list-style-type: none"> • Able to adapt to evolving project needs

- Depending on specific remit of the role, University systems include Agresso, Eat Online, e-portal Room Bookings, RISIS, Blackboard, Barclaycard Spend or other systems