

JOB DESCRIPTION

Vacancy reference:	41235/AS/HBS/20220330
Post Title:	Department Support Administrator
Grade:	Grade 4
School/Department:	Henley Business School – LOB (Leadership, Organisations and Behaviour)
Campus:	GREENLANDS
Reports to:	Department Manager
Responsible for:	n/a

Purpose

To support the Department Manager and Head of Department, providing administrative and operational support to contribute to the smooth and effective operation of the Department.

The Department Support Administrator will provide effective and efficient administrative support to designated Academic Faculty within the department of LOB.

Main duties and responsibilities

To provide high quality general administrative support to Academic Faculty in support of their research and teaching activities and other Department responsibilities.

To act as a reliable and accessible point of contact for designated Academic Faculty who may regularly be working off-site, to respond to post, telephone calls, messages and emails as appropriate. To manage diaries and liaise with staff, students and external organisations as appropriate on behalf of Academic Faculty. To make travel bookings and co-ordinate travel arrangements as required. Also acting as an effective conduit of information between Academic Faculty

To assist Academic Faculty with the organisation of seminars/workshops/public lectures, development events, research colloquia, research projects, tutor resources, lunchtime seminars and visiting scholars. Participate on and engage with the organisation of other Departmental and/or Henley Business School events and activities, such as planning for Graduation and invigilation duties.

To assist the Henley Centre for Leadership, in arranging meetings both internal/external, booking of rooms, minute taking where necessary and event organisation support.

To assist the department coaching group, in arranging internal meetings, booking of rooms and where necessary event organisation

To work with other department support staff to provide reciprocal support within workload peaks and troughs, and to support other Academic Faculty across the Department and/or the School as required.

Raise purchase orders through the agresso system. Provide support with the completion of credit card administration.

First point of contact for LOB and research centre website updates to cover things like new faculty profile pages, new research projects, news releases, regular updates to check for outdated information etc.

Point of contact for Creative Spark project, mainly raising purchase orders for research partners and liaising with the University of Reading's research accounts team to ensure that the invoices the suppliers send are all approved.

To liaise with Academic Faculty in relation to workshop resource and the updating of Tutor Allocation spreadsheet report.

Weekly check and report on faculty engagement forms raised on teams.

Assisting in the management of Health and Safety issues relating to LOB (Greenland's campus).

Other duties which may be required from time to time in line with the duties of this post.

Supervision received

The post holder will be receive day to day supervision from the Department Manager and Head of Department as necessary.

Supervision given

N/A

Contact

The post holder will liaise with internal departments across Henley Business School and the University as necessary, and with external organisations as required by the designated Academic Faculty.

Terms and conditions

This is a full time permanent position, but part-time or job share could be considered. Some flexibility of working hours may be required to support specific Department or Faculty events.

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 does not change the general character of the job or the level of responsibility entailed.

JG/25/03/22

PERSON SPECIFICATION

Job Title		School/Department
Department Support Administrator		HBS/LOB (Leadership, Organisations & Behaviour)
Criteria	Essential	Desirable
Skills Required	<ul style="list-style-type: none"> • Demonstrable written and verbal communication skills. • Excellent interpersonal skills • Demonstrable and excellent organisational and prioritisation skills. • Intelligent diary management skills • Good problem solving skills • Excellent typing and PC skills, including Microsoft Office Outlook, Word, Excel and Power point – intermediate to advanced level 	
Attainment	<ul style="list-style-type: none"> • Good level of GCSE / A' Level Education 	
Relevant Experience	<ul style="list-style-type: none"> • Previous administration / secretarial experience • Experience of diary management and meeting organisation • Experience of collating information for reports and preparing PowerPoint presentations 	<ul style="list-style-type: none"> • At least 2 years' administration/ secretarial experience • Experience of events co-ordination • Experience of working within the Higher Education sector
Disposition	<ul style="list-style-type: none"> • Self-confident, assertive and energetic • Strong customer focus 	
Disposition	<ul style="list-style-type: none"> • Able to work 	

	<p>effectively without close supervision</p> <ul style="list-style-type: none"> • Able to maintain effectiveness under pressure • Adaptable, flexible and resilient approach • Excellent team player 	
Other	<ul style="list-style-type: none"> • Flexibility to occasionally work outside normal working hours • Able to travel (using own transport) between Whiteknights campus and Greenland's campus as required 	

<p>Completed by: Janice Goodwin</p>	<p>Date: 25/03/22</p>
--	------------------------------