

JOB DESCRIPTION

Vacancy reference:	SRF43657
Post Title:	Executive Support Administrator
Grade:	Grade 4
School/Department:	School of Psychology and Clinical Language Sciences
Reports to:	Gail Gilbert

Purpose

To provide high quality, professional administrative support to the School of Psychology & Clinical Language Sciences. The role is focused on professional administration and support tasks with a key focus on delivering excellent levels of service and support to the School of Psychology & Clinical Language Sciences. 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 School, in some cases role holders may be focused on specific aspects of the role and not perform other tasks, however the job description is consistent and flexible in relation to the precise activities.

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 and other individuals and groups within and external to the University.
- Diary and appointments management – exercising discretion and confidentiality in managing diary and organising and managing requests for appointments; arranging School meetings (both regular and ad hoc) and meetings with external stakeholders; organisation of local School calendars.
- Meeting and communication support – to provide meeting support at local management level, room bookings, prepare agendas, follow up actions. To support the Head of School/Executive Administration Manager in disseminating information within the School.
- Visitors – meeting and greeting visitors; to arrange and organise visits; liaison with visiting and emeritus staff; organising academic visitors and preparing for the visit (logistics, letters of invitation, immigration).
- Data/Reporting – download 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 – to support and deliver School 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 School events or local elements of a broader University event, such as Open Days
- Website – content collation and maintenance of local web pages.
- Financial support – Raise requisitions, authorising orders, managing enquiries and goods receipting invoices; updating of local inventories; monitoring of purchasing card or project spend.
- Supporting the Director of Charlie Waller Institute as required with a range of school activities and responsibilities which will ensure the smooth running of the School on a day to day basis and which will ensure the links between members of the School and wider University community and other professional and administrative support services.
- Maintaining up to date knowledge of University procedures, processes and current initiatives, projects and issues, particularly those relevant to the School of Psychology & Clinical Language Sciences.
- Within the remit of the level of responsibilities set out above, this section highlights the specific tasks and responsibilities which are relevant to the particular School:

Supporting school-wide activities and administrative support to Charlie Waller Institute, continuing professional development (CPD) courses.

Supervision received

To be line managed by the Executive Administration Manager, with supervision provided by Executive Support Officers. The post holder is expected to be able to manage his/her workload effectively and work with limited day to day supervision. This role will work closely with Charlie Waller Institute staff.

Contact

School academic and professional staff; Senior School Managers; Heads of Units; Central University Services and Functions; visitors, external contacts and bodies; where appropriate, students and prospective students.

Terms and conditions

The contracted working week will be 14.50 hours (0.4 FTE) on a permanent basis; daily working hours will be by agreement with the line manager. The post holder may be required to occasionally work at weekends or out of hours to support events within the School of Function.

Individual tasks within the role may vary according to the School/Function where the role is based; however 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. 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.

Date assessed: 5th Jan 2023

PERSON SPECIFICATION

Job Title	School/Department
Executive Support Administrator	SPCLS

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"> Friendly, positive, proactive and flexible Team player Ability to maintain confidentiality 	<ul style="list-style-type: none"> Able to adapt to evolving project needs
Other		<ul style="list-style-type: none"> Depending on specific remit of the role, University systems include Agresso, Eat Online, e-portal Room Bookings, RISIS, Blackboard, Barclaycard Spend or other systems

Completed by: Gail Gilbert	Date: 5 th Jan 2023
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