

JOB DESCRIPTION

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| Vacancy reference: | SRF26662 |
| Post Title: | Department Support Administrator |
| Grade: | 4 |
| School/Department: | HBS (LOB) Leadership, Organisations and Behaviour |
| Campus: | WHITEKNIGHTS CAMPUS |
| Reports to: | Department Manager |
| Responsible for: | n/a |

Purpose

To support the Head of Department and Department Manager for LOB, by providing administrative and operational support, including the day-to-day financial and personnel management functions and to contribute to the smooth and effective operation of the Department.

Main duties and responsibilities

- To be a central contact point for internal and external queries relating to all Department issues; to work across all departments with internal stakeholders on behalf of the Head of Department in order to ensure the efficient, effective and smooth running of LOB; to organise, participate in and minute department meetings as may be required.
- To act as a reliable and accessible point of contact for Academic Faculty, who may regularly be working off-site, and 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 provide assistance and support to the Head of Department and relevant budget holders in financial matters relating to the department, ensuring all financial transactions are approved processed and filed in an efficient manner and to be proactive in querying non-standard transactions. To include responsibility for ensuring that all revenues are correctly recovered from programmes that are delivered by LOB to other departments, preparing department invoices, expense claims/fees and Purchase Orders for staff using the department purchase card or Agresso P2P system; ensuring correct data entry, assisting with year-end reports and ensure all transactions are up to date. Work closely with all department staff to ensure that the Gift and Hospitality register is accurately maintained and kept up to date.
- Oversee and monitor the allocation of funds and balances of Staff Development Accounts (SDAs) using Agresso back office and to highlight any SDAs in deficit to individual concerned.
- Manage, prepare and circulate monthly Department Newsletter.
- Act as Area Health and Safety Coordinator for LOB staff at Whiteknights, which includes attending regular H&S meetings, conducting staff and student inductions and being the point of call for any H&S issues/queries that are raised.

- To support with organisation of department activities; organisation of seminars/workshops/public lectures, development events, research colloquia, research projects, tutor resources, lunchtime seminars and visiting communities.
- Liaising with the department's Management Accountant, monitor procurement and prepare quarterly reports for department and major projects. Support and advise staff on the creation of new accounts and on financial issues generally and on the University Procurement Policy. Maintain financial records and responsibility for archiving and storage of financial information. Keep updated with financial regulations, policies and procedures. Manage strong professional relationships with all areas of the University's Finance team, the Procurement Department and External suppliers. Planning and procurement of stationery and office equipment for staff and students.
- Managing and monitoring telephone usage in accordance with audit requirements.
- To support other Research Centre administrative staff as required in the organisation of seminars/workshops/public lectures.
- Administrative Support for Director of Studies (DoS), which includes attending Plagiarism meetings, taking minutes, ensuring all Peer Reviews are being scheduled and carried out and collating completed paperwork. Any other ad-hoc administrative tasks to assist the DoS as and when required
- Liaison with and organisation of Visiting Faculty on behalf of the department. Preparing documentation and paperwork for visiting lecturers, providing coordination and support in making local arrangements.

Supervision received

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

Supervision given

Provide supervision to any future Support Administrator within the department.

Contact

The post holder will liaise with Academic Faculty, students, internal departments across Henley Business School and wider University departments (e.g. Admissions, Graduate School, IT, HR) and with external organisations as required by the designated academic faculty.

Terms and conditions

This is a full time (36 hours per week), permanent position. 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.

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"> • Solid administration / secretarial experience at senior management level • Highly effective telephone manner, professional and persuasive with the ability to communicate in writing with a wide range of academic colleagues and external clients • Experience of collating budgetary data, checking for accuracy and disseminating appropriately • Excellent PC skills with Microsoft Office including Outlook, Word, Excel and Power point – intermediate to advanced level • Demonstrable and excellent organisational skills and intelligent diary management • Excellent interpersonal and negotiating skills | |
| Attainment | <ul style="list-style-type: none"> • A level or equivalent | |

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| Relevant Experience | <ul style="list-style-type: none"> • Financial / budget administration experience. • Experience of diary management and meeting organisation • Experience of collating financial information for reports • Experience of Corporate Travel bookings | |
| Knowledge | <ul style="list-style-type: none"> • General awareness and understanding of: • Accounting and book keeping, budgeting • Employment / HR law • Business awareness through appropriate experience | <ul style="list-style-type: none"> • Financial software packages • CRM software packages |
| Disposition | <ul style="list-style-type: none"> • Strong self-starter with the ability to work on their own initiative • Excellent team player • Adaptable, approachable and flexible • Confident, assertive and energetic | |
| 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 Greenlands campus as required • Travel as and when requested | |

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| Completed by: Janice Goodwin | Date: 03/01/2019 |
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