JOB DESCRIPTION

Vacancy reference:	SRF 28837
Post Title:	Administrator (Executive Support)
Grade:	Grade 4
School/Department:	Estates
Reports to:	Campus Services Administration Manager
Responsible for:	N/A

Purpose

To provide high quality, professional administrative support to a defined area of the University. The role may be based within a School/Department or within a Central Service/Function. The role is focused on administrative and support tasks with a key focus on delivering excellent levels of service and support to the Unit concerned. 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 where the role is based and the needs of that Unit, 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 appointment management – exercising discretion and confidentiality in managing diary and organising and managing requests for appointments; arranging School/Function meetings (both regular and ad hoc) and meetings with external stakeholders; organisation of local Unit/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/Function in disseminating information within the School/Department/Function
- 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 – 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 – to support and deliver School/Department/Function 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/Function 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 Head of Function, Heads of Department and Departmental Managers as required with a range of school activities and responsibilities which will ensure the smooth running of the Function and Departments 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 Unit supported.

Reception

- To provide cover to the University receptions as required, adhering to the University values for professional behaviours.
- Recording of and processing of Lost Property items, including logging all received items onto in-house Access based software, and disposal of unclaimed items.

ISO 9001:2015

- To take an active lead in promoting and ensuring Estates Departments successfully maintains their ISO 9001:2015 Quality Management System accreditation. .
- To plan, schedule, conduct and document internal audits and other quality assurance activities, as well as supporting external auditing activities.
- Preparing reports to communicate outcomes of quality assurance activities and working with Heads of Department to improve systems and processes.
- To undertake appropriate auditor training to fulfil the requirements of quality management.

Health and Safety

- To follow University Health and Safety regulations and guidelines and to attend training sessions as required.
- To report any incident that involves injury, damage to any person or property, pedestrian or third party immediately in line with University procedures.
- To observe lone working guidance practices.
- Observe Display Screen Equipment (DSE) best practice and adjust workstations accordingly.
- To provide administrative support to the Campus Services Health & Safety Committee.

Supervision received

The post holder reports to the Campus Services Administration Manager.

Contact

Director of Estates, Heads of Estates Departments, Estates staff, and other staff of the University. External visitors (including prospective students and their parents) as well as those visiting the University on business.

Terms and conditions

The contracted working week will be 36 hours; 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.

Date assessed: 25/04/19

PERSON SPECIFICATION

Job Title	School/Department
Administrator (Executive Support)	Estates

Criteria	Essential	Desirable
Skills Required	- 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 - Good customer service skills including good written and verbal communication for instruction and guidance	- Knowledge of ISO 9001:2015 - Ability to balance competing priorities and meet set deadlines - Experience of database creation and/or management
Attainment	To hold at least 5 GCSEs including Maths and English at Grade C or above (or equivalent)	Educated to a good level of education (A Level standard or equivalent qualifications and/or experience)
Knowledge	Familiarity with online processes and web based systems and with standard office systems and procedures	Office management systems such as shared drives and electronic record keeping
Relevant Experience	- 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 using and maintaining databases and record systems - Experience of working with senior colleagues - Previous experience of working in a Higher Education Institution
Disposition	- Positive, proactive and flexible - Team player and also able to work under own initiative	Ability to adapt to evolving project needs

	• Ability to maintain confidentiality • Commitment to the University's Equal Opportunities Policy • Willingness and ability to establish and maintain a good working relationship with colleagues, staff and students and visitors • Excellent command of English both written and oral.	
Other	• Post holders are required to undertake training to comply with University procedures on health & safety, system privacy and data security.	

Completed by: N Croman/Lucy Virtue	Date: 25/04/19