

JOB DESCRIPTION

Vacancy reference:	SRF31906
Post Title:	Support Administrator
Grade:	Grade 4
School/Department:	Henley Business School / Business Informatics, Systems and Accounting
Reports to:	Department Administrator
Responsible for:	N/A

Purpose

The Support Administrator will provide effective and efficient administrative support to academic staff and research students within the department.

Main duties and responsibilities

- To provide high quality general administrative support to academic staff in support of their research and teaching activities and other department responsibilities.
- To send and receive post; respond to telephone calls, messages and emails; to manage diaries and liaise with staff, students and external organisations as appropriate on behalf of academic staff; to make travel bookings and co-ordinate travel arrangements as required.
- To assist academic staff with the development and preparation of teaching materials to the highest standards and to meet programme schedules; to liaise and work with Programme Administrators as appropriate; to act as an effective conduit of information among academic staff.
- To assist academic staff with the creation of materials for publication and research, including the submission of articles for journals, tracking of publications, maintaining publication lists.
- To assist academic staff with the organisation of internal and external engagement, including the organisation of seminars/workshops/public lectures, development events, research projects, tutor resources, research seminars, conferences, etc.
- To compile the monthly departmental newsletter.
- To work under the supervision of the Department Administrator and undertake general administration duties, such as booking seminar rooms and catering, ordering equipment and stationery, taking minutes, and arranging parking permits.
- To work with other department staff to provide reciprocal support within workload peaks and troughs.
- To actively and creatively assist academic staff with website administration;
- To act as the department's representative from time to time in events and meetings, including invigilation sessions, some of which will take place at Greenlands 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 receive day to day supervision from the Head of BISA and Department Administrator 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.

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 School events. The post-holder will be based in Whiteknights campus, and must be willing to travel to Greenlands on occasion, as required by the department.

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: 4 February 2020

PERSON SPECIFICATION

Job Title	School/Department
Support Administrator	Henley Business School / Business Informatics, Systems and Accounting

Criteria	Essential	Desirable
Skills Required	<ul style="list-style-type: none"> • Excellent communication, organisational and interpersonal skills • Good computing skills e.g. Word, Excel, Outlook 	<ul style="list-style-type: none"> • Web content management
Attainment	<ul style="list-style-type: none"> • Good general education to A Level standard or equivalent 	
Knowledge	<ul style="list-style-type: none"> • Knowledge of modern office organisation and administration procedures • Knowledge of the UK higher education system 	<ul style="list-style-type: none"> • Knowledge of digital systems at higher education institutions

Relevant Experience	<ul style="list-style-type: none"> • Substantial experience in a similar administrative role • Providing support to and working with academics 	<ul style="list-style-type: none"> • Experience of working with senior managers • Experience of secretarial support to meetings • Management of websites
Disposition	<ul style="list-style-type: none"> • Able to work using own initiative; self-motivated • Able to work as a member of a team. • Collegial attitude to work • Demonstrable attention to detail • Efficient, organised & able to prioritise and meet deadlines • Willingness to travel to Greenlands Campus as required. 	
Other		

Completed by: Keiichi Nakata	Date: 04/02/2020
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