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| Last updated: | May 2023 |

**JOB DESCRIPTION**

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| Post title: | **Programme/Project Administrator** | | |
| Standard Occupation Code: (UKVI SOC CODE) | 3539 - Business and related associate professionals not elsewhere classified | | |
| School/Department: | Change Portfolio Office (CPO) | | |
| Faculty: | Professional Services | | |
| Career Pathway: | Management, Specialist and Administrative (MSA) | Level: | 3 |
| Posts responsible to: | TBC | | |
| Posts responsible for: | None | | |
| Post base: | Office-based/~~Non-Office-based~~ (see job hazard analysis) | | |

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| Job purpose |
| To ensure the provision of comprehensive, effective, and efficient administrative support to the Change Portfolio Office in effective delivery of the strategic change portfolio, and support its external customers. Apply judgement and provide detailed, specialist advice and guidance as required. |

| Key accountabilities/primary responsibilities | | % Time |
| --- | --- | --- |
|  | To apply a detailed knowledge of the CPO, its aims and objectives, the staffing responsibilities and operational structure, to provide a full range of confidential secretarial and administrative support services to the Change Portfolio Office team, including the co-ordination of diaries, arranging and servicing meetings, filtering problems and enquiries, drafting, management and issue of documentation, organisation of events and attending meetings as appropriate. | 30 % |
|  | To develop and maintain the CPO Resource Hub and strategic project SharePoint content, ensuring messages are communicated clearly, and the site meets the needs of its users. | 20 % |
|  | To maintain detailed data on projects and programmes in the strategic portfolio, carry out collation of central portfolio services (e.g., lessons learned, financial information) and undertake research and perform detailed analysis, manipulation, and interpretation of the data to create reports, and highlight and prioritise issues. | 20 % |
|  | To work collaboratively with CPO team members to provide a consistent and reliable service to the University and external stakeholders, providing detailed advice and guidance on processes and procedures, using judgement to suggest the most appropriate course of action. | 10 % |
|  | To organise events, including the Strategic Project updates for Senior Leaders, ensuring all activities run efficiently by co-ordinating diaries, booking venues, arranging travel, providing and preparing equipment, and creating and supplying relevant documents and information. | 10 % |
|  | To undertake administration processes and provide support to management with HR and budget monitoring processes. | 5 % |
|  | Any other duties as allocated by the line manager following consultation with the post holder. | 5 % |

| Internal and external relationships |
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| Other members of the department/University staff.  External stakeholders. |

| Special Requirements |
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**PERSON SPECIFICATION**

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| Criteria | Essential | Desirable | How to be assessed |
| Qualifications, knowledge and experience | Skill level equivalent to HNC, A-level, NVQ3.  Experience of working with a range of stakeholders in a complex and sensitive administrative environment.  Able to apply a comprehensive understanding of relevant systems, procedures and processes, and an awareness of activities in the broader area of change delivery.  Able to accurately analyse and interpret complex quantitative and qualitative data, presenting summary information in a clear and concise format.  Able to make effective use of standard office computer systems, online web content and documentation management systems, word-processing and spreadsheets. | Relevant degree (or equivalent qualification or experience).  RSA II word-processing (or equivalent qualification or experience).  Financial administration/budget monitoring experience.  Experience with Office 365 / SharePoint, in particular Excel  Experience of an HE environment.  Experience of working in a PMO/EPMO.  Power BI skills | Application & Interview |
| Planning and organising | Able to plan and prioritise a range of one’s own, and the team’s, standard and non-standard work activities.  Able to successfully plan and deliver administrative projects over a period of several months (e.g., to co-ordinate an event). |  | Application & Interview |
| Problem solving and initiative | Able to identify and solve problems by applying judgement and initiative to tackle some situations in new ways and by developing improved work methods. |  | Application & Interview |
| Management and teamwork | Able to solicit ideas and opinions to help form specific work plans.  Able to positively influence the way a team works together.  Able to work collaboratively with a distributed team of colleagues to ensure consistent levels of service. |  | Application & Interview |
| Communicating and influencing | Able to elicit information to identify specific customer needs.  Able to offer proactive advice and guidance.  Able to deal with sensitive information in a confidential manner.  Able to create well written and engaging text.  Able to engage with a range of stakeholders from across the University. |  | Application & Interview |
| Other skills and behaviours |  |  |  |
| Special requirements |  |  |  |

**JOB HAZARD ANALYSIS**

**Is this an office-based post?**

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| Yes | If this post is an office-based job with routine office hazards (e.g.: use of VDU), no further information needs to be supplied. Do not complete the section below. |
| No | If this post is not office-based or has some hazards other than routine office (e.g.: more than use of VDU) please complete the analysis below.  Hiring managers are asked to complete this section as accurately as possible to ensure the safety of the post-holder. |

## - HR will send a full PEHQ to all applicants for this position. Please note, if full health clearance is required for a role, this will apply to all individuals, including existing members of staff.

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| **ENVIRONMENTAL EXPOSURES** | **Occasionally**  (<30% of time) | **Frequently**  (30-60% of time) | **Constantly**  (> 60% of time) |
| Outside work |  |  |  |
| Extremes of temperature (e.g.: fridge/ furnace) |  |  |  |
| ## Potential for exposure to body fluids |  |  |  |
| ## Noise (greater than 80 dba - 8 hrs twa) |  |  |  |
| ## Exposure to hazardous substances (e.g.: solvents, liquids, dust, fumes, biohazards). Specify below: |  |  |  |
| Frequent hand washing |  |  |  |
| Ionising radiation |  |  |  |
| **EQUIPMENT/TOOLS/MACHINES USED** | | | |
| ## Food handling |  |  |  |
| ## Driving university vehicles (e.g.: car/van/LGV/PCV) |  |  |  |
| ## Use of latex gloves (prohibited unless specific clinical necessity) |  |  |  |
| ## Vibrating tools (e.g.: strimmers, hammer drill, lawnmowers) |  |  |  |
| **PHYSICAL ABILITIES** | | | |
| Load manual handling |  |  |  |
| Repetitive crouching/kneeling/stooping |  |  |  |
| Repetitive pulling/pushing |  |  |  |
| Repetitive lifting |  |  |  |
| Standing for prolonged periods |  |  |  |
| Repetitive climbing (i.e.: steps, stools, ladders, stairs) |  |  |  |
| Fine motor grips (e.g.: pipetting) |  |  |  |
| Gross motor grips |  |  |  |
| Repetitive reaching below shoulder height |  |  |  |
| Repetitive reaching at shoulder height |  |  |  |
| Repetitive reaching above shoulder height |  |  |  |
| **PSYCHOSOCIAL ISSUES** | | | |
| Face to face contact with public |  |  |  |
| Lone working |  |  |  |
| ## Shift work/night work/on call duties |  |  |  |