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| Last updated: | 14th October 2022 |

**JOB DESCRIPTION**

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| Post title: | **Administrator** | | |
| Standard Occupation Code: (UKVI SOC CODE) | N/A | | |
| School/Department: | Faculty | | |
| Faculty: | Faculty of Arts & Humanities | | |
| Career Pathway: | Management, Specialist and Administrative (MSA) | Level: | 2b |
| Posts responsible to: | Senior Administrator | | |
| Posts responsible for: | n/a | | |
| Post base: | Office-based/Non-Office based (see job hazard analysis) | | |

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| Job purpose |
| To provide comprehensive, effective and efficient administrative support to a department and its external customers. |

| Key accountabilities/primary responsibilities | | % Time |
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|  | To provide effective and efficient administrative/secretarial support to senior colleague(s), including the co-ordination of diaries, arranging and servicing meetings, filtering enquiries, drafting and preparation of documentation and organisation of events. | 25% |
|  | To apply a good working knowledge of departmental administrative systems to answer queries and resolves problems from colleagues and external customers. | 15 % |
|  | To contact other departments or external customers to source and exchange information. | 15% |
|  | To contribute to the development of administrative systems, carrying out administrative processes and ensuring controls are in place to ensure accuracy and timeliness. | 10 % |
|  | To analyse, manipulate and interpret complex information in order to compile detailed summary reports. | 10 % |
|  | To process invoices and orders, making effective use of Agresso financial administrative process as required. | 10 % |
|  | To monitor and take responsibility for small scale resources. | 5 % |
|  | To provide informal coaching/training to colleagues in relation to administrative tasks. | 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 Faculty  Professional Services including Finance and HR  External customers |

| Special Requirements |
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| Some evening and weekend work required to support the delivery of Faculty and School events. |

**PERSON SPECIFICATION**

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| Criteria | Essential | Desirable | How to be assessed |
| Qualifications, knowledge and experience | Skill level equivalent to achievement of NVQ2, GCSE or City and Guilds.  Previous work experience within an administrative or secretarial support role.  Able to demonstrate a sufficient knowledge of work systems, equipment processes and standard IT packages.  Able to demonstrate a good knowledge of the role and its context.  Able to produce clear, accurate and concise written documentation.  Experience of analysing data and presenting summary information clearly. | RSA II word-processing, or equivalent level of skill or qualification.  Experience of monitoring a small-scale budget (e.g. stationery) |  |
| Planning and organising | Able to effectively organise allocated work activities and assist in the effective organisation of non-standard tasks and events.  Able to work well with minimum supervision. |  |  |
| Problem solving and initiative | Able to independently solve a range of problems by responding to varying circumstances, whilst working within standard procedures. |  |  |
| Management and teamwork | Able to contribute to team efficiency through sharing information and constructively supporting others.  Able to ensure any staff managed or supervised are focuses on allocated tasks and aware of service standards.  Able to effectively allocate work and check the work of others ensuring required service standards and deadlines are met.  Able to adapt well to change and service improvements. | Previous supervisory experience |  |
| Communicating and influencing | Able to seek and clarify detail.  Experience of providing advice on administrative procedures to colleagues and external customers.  Able to demonstrate own duties to other colleagues as required. |  |  |
| 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 (eg: 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 (eg: 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 | N/A |  |  |
| Extremes of temperature (eg: fridge/ furnace) | N/A |  |  |
| ## Potential for exposure to body fluids | N/A |  |  |
| ## Noise (greater than 80 dba - 8 hrs twa) | N/A |  |  |
| ## Exposure to hazardous substances (eg: solvents, liquids, dust, fumes, biohazards). Specify below: | N/A |  |  |
| Frequent hand washing | N/A |  |  |
| Ionising radiation | N/A |  |  |
| **EQUIPMENT/TOOLS/MACHINES USED** | | | |
| ## Food handling | N/A |  |  |
| ## Driving university vehicles(eg: car/van/LGV/PCV) | N/A |  |  |
| ## Use of latex gloves (prohibited unless specific clinical necessity) | N/A |  |  |
| ## Vibrating tools (eg: strimmers, hammer drill, lawnmowers) | N/A |  |  |
| **PHYSICAL ABILITIES** | | | |
| Load manual handling | N/A |  |  |
| Repetitive crouching/kneeling/stooping | N/A |  |  |
| Repetitive pulling/pushing | N/A |  |  |
| Repetitive lifting | N/A |  |  |
| Standing for prolonged periods | N/A |  |  |
| Repetitive climbing (ie: steps, stools, ladders, stairs) | N/A |  |  |
| Fine motor grips (eg: pipetting) | N/A |  |  |
| Gross motor grips | N/A |  |  |
| Repetitive reaching below shoulder height | N/A |  |  |
| Repetitive reaching at shoulder height | N/A |  |  |
| Repetitive reaching above shoulder height | N/A |  |  |
| **PSYCHOSOCIAL ISSUES** | | | |
| Face to face contact with public | X |  |  |
| Lone working | X |  |  |
| ## Shift work/night work/on call duties | N/A |  |  |