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| Last updated: | June 2022 |

**JOB DESCRIPTION**

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| Post title: | **Buying and Administrative Assistant** | | |
| Academic Unit/Service: | Finance, Planning, and Analytics (FPA) | | |
| Faculty: | Professional Services | | |
| Career Pathway: | Management, Specialist and Administrative (MSA) | Level: | 2a |
| \*ERE category: | n/a | | |
| Posts responsible to: | Senior Buyer | | |
| Posts responsible for: | None | | |
| Post base: | Mix of Home and Office based | | |

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| Job purpose |
| To provide straight forward advice and support to University staff, students and suppliers, for sourcing purchases and buying administration. Providing a professional and courteous service to staff, students and suppliers via email, telephone and face-to-face enquiries, to ensure efficient and effective purchasing.  To assist in covering the help desk using customer service skills.  Flexibly support Buying and Buying Administrative activities as required.  Act as a contract champion to support efficient and effective purchasing across categories.  Working within specific categories or areas, responsible for:   * Ordering and Processing– responsible for the end-to-end process including ordering, goods receipting and management of the order * Promptly and appropriately referring items to Buyers, Senior Buyers, Sourcing & Supplier Contract Team and Procurement Team for action. * To provide comprehensive advice and support to University staff, students and suppliers by being the first point of contact for buying administration.   To flexibly support colleagues with the implementation of new, and replacement, contract arrangements. |

| Key accountabilities/primary responsibilities | | % Time |
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|  | To apply a good working knowledge of contract arrangements and departmental systems to source purchases.  Sourcing goods and/or services using the most appropriate route, raising purchase orders, reviewing deliveries, resolving queries and problems from colleagues and suppliers, and communicating appropriately with internal and external stakeholders, through an appropriate medium.  Appropriately using Purchasing Card to order low value goods on behalf of the business, or, purchasing against established contracts for members of the University who do not have access to the relevant systems.  Ensure a high quality customer service must be provided at all times.  Pro-actively ensure work is completed in an accurate and timely manner, and consistent high quality support is provided. | 50 % |
|  | To support the team in operating a ‘helpdesk’ function. Allowing generic requests to be correctly allocated within the team as quickly as possible. | 20 % |
|  | To check that all goods have been received by the end user as specified in the order. Reviewing straight forward send-backs and supporting departmental staff, or suppliers, to take corrective action. | 10 % |
|  | Produce receipts when purchasing card has been used as a transactional tool. | 5% |
|  | Undertake payment query investigation and liaise with payments staff as required | 5% |
|  | To flexibly provide straight forward administrative support and advice to colleagues in relation to contract changes. | 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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| Build strong relationships internally within the wider Procurement Team and with internal customers/end users.  Support external relationships with suppliers. |

| Special Requirements |
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| Must be able to:   * You must be able to work well under pressure, particularly at key times such as Financial Year End. * You must have excellent communication and organisational skills and be able to work in a team, be able to multitask and have a flexible working approach. * You must be able to motivate yourself. * You should possess a willingness to learn new tasks and procedures as well as being adaptable. |

**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.  Good IT skills to include Microsoft Office with ability to learn new applications.  Able to communicate with a diverse range of personnel and external suppliers.  Ability to produce clear, accurate and concise written documentation.  Experience of analysing data and presenting summary information clearly.  Able to demonstrate excellent attention to detail, record keeping skills, interpersonal skills and customer service skills. | Previous work experience within a large organisation.  Understanding the importance of compliance checking | CV, certificates, references, interview, work experience |
| Planning and organising | Able to effectively organise allocated work activities and assist in the effective organisation of non-standard tasks and events.  Ability to work well with minimum supervision. |  | CV, references, interview, work experience |
| Problem solving and initiative | Use initiative and judgement to resolve daily problems with guidance from manager as appropriate, and escalate issues the post holder cannot resolve within standard daily operations.  Able to suggest practical and effective solutions to managers for possible future implementation.  Have the determination and tenacity to complete tasks and to challenge the status quo. | Methodical, calm and clear-thinking under pressure. | CV, references, interview, work experience |
| Management and teamwork | Able to contribute to team efficiency through sharing information and constructively supporting others.  Ability to adapt well to change and service improvements.  Ability to adapt well to change and service improvements. Support colleagues in other work areas to achieve outcomes. |  | CV, references, interview, work experience |
| Communicating and influencing | Excellent communication skills, both oral and written.  Able to seek and clarify detail.  Able to explain procedures and provide assistance where necessary.  Ability to demonstrate own duties to other colleagues as required. |  | CV, references, interview, work experience |
| Other skills and behaviours | Ability to interface with relevant professional service departments in the University and colleagues within other Faculties.  The ability to develop good relationships and networking skills appropriate to the level of responsibility.  Ability to follow instructions and perform duties to meet specified requirements including the meeting of time constraints.  Keenness to keep up to date with relevant developments  Methodical, calm and clear-thinking under pressure.  Able to apply and actively promote equality, diversity and inclusion principles to the responsibilities of the role.  Model the Southampton Behaviours and work with the management team to embed them as a way of working within the department. |  | references, interview, work experience |
| Special requirements |  |  | interview |

**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 |  |  |  |
| Extremes of temperature (eg: fridge/ furnace) |  |  |  |
| ## Potential for exposure to body fluids |  |  |  |
| ## Noise (greater than 80 dba - 8 hrs twa) |  |  |  |
| ## Exposure to hazardous substances (eg: solvents, liquids, dust, fumes, biohazards). Specify below: |  |  |  |
| Frequent hand washing |  |  |  |
| Ionising radiation |  |  |  |
| **EQUIPMENT/TOOLS/MACHINES USED** | | | |
| ## Food handling |  |  |  |
| ## Driving university vehicles(eg: car/van/LGV/PCV) |  |  |  |
| ## Use of latex gloves (prohibited unless specific clinical necessity) |  |  |  |
| ## Vibrating tools (eg: strimmers, hammer drill, lawnmowers) |  |  |  |
| **PHYSICAL ABILITIES** | | | |
| Load manual handling |  |  |  |
| Repetitive crouching/kneeling/stooping |  |  |  |
| Repetitive pulling/pushing |  |  |  |
| Repetitive lifting |  |  |  |
| Standing for prolonged periods |  |  |  |
| Repetitive climbing (ie: steps, stools, ladders, stairs) |  |  |  |
| Fine motor grips (eg: 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 |  |  |  |