UNIVERSITY OF NOTTINGHAM
RECRUITMENT ROLE PROFILE FORM

Job Title: Administrator – School Operations Team

School/Department: Humanities/School Management and Research Office

Job Family and Level: Administrative, Professional and Managerial Level 2

Contract Status: Permanent

Hours of Work: 36.25

Location: Humanities Building, University Park

Reporting to: Senior Administrator

The Purpose of the Role:
The purpose of the role is to provide efficient and effective administration to the School Operations Team and to work collaboratively with the other SMRO teams. The School Operations Team has primary responsibility for the following areas: Estates including buildings, sustainable print service, equipment and associated finance; Health and Safety; School finances including School and Department operational finance monitoring, month end, procurement and year-end coordination; HR including casual staff engagement and staff recruitment and management including PDPR and leave coordination and visiting staff and honorary appointments. Other responsibilities include committee support, providing cover for the wider team and dealing with customer enquiries, both specific to the role holder's area of remit and general enquiries to the SMRO, and supporting Senior Management within the School.

The team is led by two Assistant School Operations Managers and consists of one full-time Senior Administrator and three full-time Administrators.

Main Responsibilities:

		% time per year
1.	**School and Department operational finance** • Undertake all aspects of procurement for the School and Departments via the Agresso procurement system with an approval limit of up to £2,500. Distribute these orders to, and liaise with, suppliers as appropriate. • Respond to changes in requirements by amending orders, consulting with School staff and external suppliers as required. Maintain records of all orders and contribute to robust audit trails within the School. • Seek quotes for goods and services, ensuring value for money. • Collect petty cash reimbursements from the Cash Office and maintain accurate associated paperwork. • Process fee claim forms, expenses and related documentation.	25%

	• Carry out month-end reconciliations, produce both monthly and other ad-hoc reports for consideration by the Senior Administrator and refer issues and anomalies as appropriate. • Contribute to efficient and effective financial year-end processes and procedures. • Ensure adequate stock levels of stationery, IT equipment and other consumables across the School and maintain and update inventories.	
2.	**Buildings, equipment, sustainable print service, health and safety and associated finance** **Buildings and equipment** • Contribute to the maintenance of the three Humanities buildings by reporting faults, liaising with estates, cleaners and the building attendant and monitor the 'works request' inbox on a daily basis and ensure a timely response to any issues reported. • Maintain School key database and key stock. • Conduct building tours, as required. • Liaise with Telephone Services, order new telephones, report faults with devices and organise and co-ordinate data point installations. Maintain accurate School telephone lists and monitor monthly statements, reporting any issues to the Senior Administrator. • Ensure IT and electrical equipment inventories are kept up to date and maintained on an ongoing basis. Contribute to the replacement/upgrade of equipment. • Sort and circulate mail within the School, liaising with the central Mail Room where appropriate. • Support the Senior Administrator in the co-ordination of staff office moves and other ad hoc building projects, such as building refurbishments and space modifications to ensure crucial timelines are met. • Support the Senior Administrator in all aspects of space management including staff, student and public areas that fall under the remit of the School. **Sustainable print service** • With other colleagues in the School Operations Team, act as Print Champion for the Sustainable Print Service (SPS). Liaise with Xerox and the University Print Team, report faults with devices, ensure machines are stocked with paper daily and ensure adequate stock levels of consumables at all times. • Maintain an overview of functionality of SPS devices and monitor problem patterns, referring issues as appropriate. Provide training for new staff on the use of devices and assist with troubleshooting issues where staff require instruction in order to prevent common or recurring problems. • Receive, monitor and file monthly print statements, referring any issues to the Senior Administrator. **Health and safety** • Conduct monthly fire safety and general building checks, reporting any issues for concern to the School Safety Officer/Senior Administrator. • Carry out safety inductions for new staff, DSE assessments, provide relevant advice and assist the Senior Administrator in co-ordinating periodic DSE self-assessments across the School and collate and file relevant documentation in order to maintain accurate records. • Undertake relevant health and safety training in order to carry out duties effectively.	20%
3.	**HR and associated finance** **Casual engagements, claims and fees**	35%

	• Process casual engagement appointments through the appropriate Faculty and University channels, circulate contract details and liaise with line managers, potential employees, colleagues in the TCO and HR as required. • Update and maintain accurate records on the HR database. • Process all claims for casual engagements, ensuring expenditure is within budget and referring any anomalies to the Administrator. **Staff recruitment and management** • Organise interview arrangements with recruiting managers via the Vacancy Manager system, receive candidates on arrival, organise rooms bookings, catering and all interview activities. • Set up new staff induction arrangements and programmes and provide inductions to staff on their first day. • Provide necessary support to the Head of School in setting up Performance Review meetings with academic staff, collate paperwork and maintain School monitoring spreadsheet and ensure documentation is sent to the central HR department in a timely manner. • Administrate annual leave for all staff. **Visiting staff and honorary appointments** • Administer applications for Visiting and Honorary staff and ensure letters of appointment are issued.	
4.	**Customer enquiries and team working** • Together with other colleagues in the SMRO, deal with customer enquiries, requests (including from Senior Management), and deliveries to the office, issue petty cash refunds and deal with those enquiries efficiently and effectively, as necessary, or signpost visitors to the correct person/team for support. • Work closely with other SMRO team members to promote an understanding of each other's work and remit, share responsibilities and good practice and assist in the workload of others in response to varying workloads at peak times, and absences, during the year. • Undergo relevant training in order to provide the support necessary for the SMRO to carry out its remit. • Work closely with UP West Student Services colleagues to understand their working processes and busy periods in order to develop and promote an effective, collegiate, and streamlined working relationship between the offices. • Work closely with other University departments and Professional Services teams in order to ensure that policies and procedures are adhered to and effective working relationships exist between those departments and the SMRO. • Input to the staffing rota in the Department of Music, as required, ensure effective communication with Music academic staff and ensure an integrated approach is taken to SMRO policies and procedures. • Input to the organising and minuting of Departmental operational meetings and provide cover for colleagues in their absence, as necessary.	15%
5.	Any other duties appropriate to the grade and role	5%

Knowledge, Skills, Qualifications & Experience

	Essential	Desirable
Qualifications/Education	• Must have GCSEs including Mathematics and English at grade C or above (or equivalent) In addition applicants should have:	• Higher vocational qualification in a relevant area

	• A level qualifications, or equivalent, which could include vocational qualifications (eg NVQ3 Business and Administration) or similar Or • Significant administrative experience in a relevant role(s) at a level that has required minimum supervision	
Knowledge/Skills /Training	• Understanding of health and safety issues in a large organisation. • Understanding of building and facilities administration and issues in a large organisation • Knowledge of finance systems and working with budgets • Extensive I.T. knowledge (MS Office, email, databases)	• Experience of using the Agresso Financial Management System
Experience	• Experience of dealing with all aspects of general HR issues including recruitment and confidentiality • Experience of using databases in an operational setting • Experience of working in an administrative environment • Previous experience of procurement in a large organisation and using various systems • Experience of planning and prioritising own work activities in response to differing needs and deadlines • Proven experience of working successfully as part of a team • Experience of independently resolving complex internal and external queries • Ability to provide and maintain a high level of customer service whilst working to deadlines	Previous work experience in Higher Education in the UK. Experience of implementing and reviewing administrative systems.
Other	• Excellent written and verbal communication skills • Ability to work accurately under pressure and to meet deadlines. • Flexible approach	

Decision Making
i) Taken independently by the role holder;

- Prioritising and planning own workload to ensure that objectives, targets and timelines are met.
- Making judgements on who to refer enquiries onto that are not within the role holder's remit
- Approval of purchase orders up to £2,500
- Resolving standard and routine queries, referring where guidance is required.
- Raising orders accurately and using the University Purchasing card for 'one off' transactions
- Troubleshooting any issues with orders and keeping up to date with financial housekeeping to reduce potential queries and problems
- Developing and maintaining standard databases and spreadsheets to enable effective management of records and to meet reporting requirements

ii) Taken in collaboration with others;

- Amendments to purchase orders in collaboration with senior staff and suppliers
- Seeking advice on more complex issues and queries
- Financial decisions, either outside the limit of the role holder or where the role holder might require clarification.
- Decisions on changes to systems or procedures which might affect the wider team, School or Faculty.

iii) Referred to the appropriate line manager by the role holder;

- Approval of orders over £2,500
- Approval of credit card transactions on a monthly basis
- Very complex queries or where guidance is sought on a new aspect of work that requires more senior level input or might not have been covered before.
- Concerns over issues with project budgets.
- Exceptionally large or costly orders (eg for stationery or an expensive items of equipment).
- Prioritising workload if clashes of deadlines occur that cannot be resolved or met by the role holder

Additional Information

The role in the School Management and Research Office, in conjunction with the School Officers, enables the smooth running of the over-arching administrative functions within the School, involving interaction with staff, numerous external supplier contacts and visitors. All order processing, expense claims, project administration and general queries are dealt with by the office and a large amount of the work is to deadlines and involves initiative to meet these deadlines, resolve problems and answer queries quickly and efficiently.

The School of Humanities comprises seven departments: Archaeology, History of Art, Classics, Music, History, Philosophy, and Theology and Religious Studies. More recently a new Arts and Humanities Foundation Year Course has been set up by the Faculty of Arts and this, eighth, unit is accommodated within the School of Humanities. The Departments of Music and History academic staff are located in separate buildings at the Lakeside Arts Centre and Lenton Grove respectively. Over the last year the University has undergone a wide-scale reorganisation of administrative support services which are aimed at supporting the delivery of the University's Global Strategy 2020. These changes have included the development of a large Student Services administration team which supports all aspects of the student journey from registration to graduation. As a result of this, Schools and Faculties have also been restructuring their administrative support in relation to the non-student-facing functions, since responsibilities and remits have changed through this reorganisation. As a result, the School of Humanities is recruiting a number of positions within our School Management and Research Team.

All School of Humanities administrative staff are based in the School Management and Research Office (SMRO) in the Humanities Building and, together, the teams' remit broadly covers events, finance, health and safety, human resources, marketing, operations, and research. This remit is managed across three, smaller, specialist teams a) School Operations; b) Marketing and Events and c) Research and Funding.

Each team works closely together to deliver a high quality service to all of our eight academic departments/units (each with broad requirements) and takes responsibility for planning, coordinating and delivering work for the School across the areas listed above. In addition the team acts as a linchpin between the School and the wider Faculty and University, forming and maintaining successful relationships with key staff in External Relations, Finance, Human Resources, Safety Office and the newly formed Student Services Team.

The School administrative team plays a key part in delivering the School of Humanities overall strategic objectives and as such the team needs to be flexible in responding to the changing needs of the School and Faculty. This is an extremely dynamic and ever changing environment which requires staff to be flexible in their approach and ways of working.