# Role Profile

**Job title**  
Administrator – Marketing and Events Team

**Job family and level**  
Administrative, Professional and Managerial Level 2

**School/Department**  
School of Humanities

**Location**  
Humanities Building, University Park

## Purpose of role

The Marketing and Events Team is one of three teams within the School of Humanities Management and Research Office (SMRO). In partnership with academic staff, the team organises school and departmental events including conferences, workshops, lectures, and field trips. Our marketing work includes: promoting events; producing and evaluating web pages; managing and posting to social media accounts. The team is led by an Assistant Operations Manager and consists of one full-time Senior Administrator and four Administrators, one of whom is FT and three PT.

The role-holder will work across all of these areas, and have primary responsibility for working with one of the school’s five departments. Other responsibilities include working collaboratively with other SMRO teams, 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.

## Main responsibilities

(Primary accountabilities and responsibilities expected to fulfil the role)

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<thead>
<tr>
<th>Main responsibilities</th>
<th>% time per year</th>
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<tr>
<td><strong>Marketing Online</strong></td>
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<td>- Work across all online media to promote the School and facilitate student recruitment by providing regular maintenance and updates to the School web pages using the CMS system to ensure accuracy and easy navigation.</td>
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<td>- Maintain and update the School social media channels.</td>
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<td>- Raise issues, monitor and develop procedures.</td>
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<td><strong>Material production</strong></td>
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<td>- Work with UP West Student Services team on the production of handbooks and materials for use at open days.</td>
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<td><strong>Events</strong></td>
<td>60%</td>
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<td>- Assist in ensuring event and field trip work is planned and organised in a timely way, working within budgets and communicating regularly with the academic event manager, senior administrator and health and safety officer.</td>
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RPF Band B
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<td><strong>Ensure that venues, room bookings, accommodation, transport, catering and all materials are booked via the appropriate University channels and in line with related University policies.</strong>&lt;br&gt;<strong>Produce in advance event packs and all necessary documentation relating to each event.</strong>&lt;br&gt;<strong>Set up online facilities to manage and monitor bookings, where appropriate.</strong>&lt;br&gt;<strong>Monitor event budgets during the planning phase and ensure all post event finance is accurately reconciled in a timely manner, liaising with other teams in the SMRO as required.</strong>&lt;br&gt;<strong>Support research-specific projects in relation to event and marketing activities over the life of the research project timeline.</strong></td>
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<td><strong>Customer enquiries and team working</strong>&lt;br&gt;<strong>Together with other colleagues in the SMRO, deal with: customer enquiries, requests (including from Senior Management), deliveries to the office, petty cash refunds. Deal with enquiries efficiently and effectively, as necessary, or signpost visitors to the correct person/team for support.</strong>&lt;br&gt;<strong>Work closely with other 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, as required, in response to varying workloads at peak times, and absences, during the year.</strong>&lt;br&gt;<strong>Undergo relevant training in order to provide support necessary for the SMRO to carry out its remit.</strong>&lt;br&gt;<strong>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 our offices.</strong>&lt;br&gt;<strong>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.</strong>&lt;br&gt;<strong>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.</strong></td>
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<td><strong>Budget monitoring</strong>&lt;br&gt;<strong>Consolidate and process orders for all relevant budgets via the Agresso Finance System, distributing these orders to suppliers by appropriate means.</strong>&lt;br&gt;<strong>Respond to changes in requirements by amending orders, consulting with School staff and external suppliers as required. Maintain records of all orders.</strong>&lt;br&gt;<strong>Undertake all procurement related to marketing and events, with an approval limit of up to £2,500, process invoices and expense claims and liaise with other SMRO teams as required.</strong>&lt;br&gt;<strong>Seek quotations for goods and services, ensuring value for money.</strong>&lt;br&gt;<strong>Contribute to efficient and effective year-end processes and procedures</strong></td>
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<td>5</td>
<td>• Any other duties appropriate to role</td>
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### Person specification

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<th>Start</th>
<th>Essential</th>
<th>Desirable</th>
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| **Skills** | ▪ Demonstrable ability to work accurately under pressure and meet deadlines  
▪ Ability to prioritise own work-load, and adapt in the light of altering external priorities and pressures  
▪ Excellent written and verbal communication skills  
▪ High level of IT skills, including MS Word and Excel, with an ability to integrate and manipulate different packages  
▪ Positive attitude to team working, flexibility, and willingness to train in new systems and adapt to changing situations and needs | ▪ Awareness of University procedures and relevant legislation  
▪ |
| **Knowledge and experience** | ▪ Experience of organising small and large scale events  
▪ Experience of working in an administrative environment and handling confidential and sensitive information  
▪ Experience of finance systems and working with budgets  
▪ Proven experience of providing and maintaining a high level of customer service whilst working to deadlines  
▪ Proven experience of having worked successfully as part of a team  
▪ Experience of independently and proactively resolving complex queries  
▪ Knowledge of marketing issues and concepts  
▪ Experience of using a CMS system to update websites | ▪ Previous work experience in administrative roles in Higher or Further Education in the UK  
▪ Experience of using DTP software to produce marketing materials  
▪ Experience of using InDesign and/or Contensis  
▪ |
| **Qualifications, certification and training (relevant to role)** | ▪ GCSE Maths and English grade C or above (or equivalent)  
▪ A level qualifications, or equivalent, which could include vocational qualifications (NVQ 2-3, City & Guilds) or equivalent, plus some experience in a relevant role  
Or  
▪ Substantial, relevant, recent administrative experience in a | ▪ Higher vocational qualification in a relevant area  
▪ |
The University of Nottingham is focused on embedding equality, diversity and inclusion in all that we do. As part of this, we welcome a diverse population to join our work force and therefore encourage applicants from all communities, particularly those with protected characteristics under the Equality Act 2010.
Expectations and behaviours

The University has developed a clear set of core expectations and behaviours that our people should be demonstrating in their work, and as ambassadors of the University’s strategy, vision and values. The following are essential to the role:

**Valuing people**
Is friendly, engaging and receptive, putting others at ease. Actively listens to others and goes out of way to ensure people feel valued, developed and supported.

**Taking ownership**
Is clear on what needs to be done encouraging others to take ownership. Takes action when required, being mindful of important aspects such as Health & Safety, Equality, Diversity & Inclusion, and other considerations.

**Forward thinking**
Drives the development, sharing and implementation of new ideas and improvements to support strategic objectives. Engages others in the improvement process.

**Professional pride**
Is professional in approach and style, setting an example to others; strives to demonstrate excellence through development of self, others and effective working practices.

**Always inclusive**
Builds effective working relationships, recognising and including the contribution of others; promotes inclusion and inclusive practices within own work area.

Key relationships with others

- **Line manager**
- **Role holder**
- **Administrator**
- **Senior Administrator**
- **Key stakeholder relationships**
  - APM colleagues
  - Academics