Role profile

<table>
<thead>
<tr>
<th>Job title</th>
<th>Administrator</th>
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<tbody>
<tr>
<td>Job family and level</td>
<td>Administrative, Professional and Managerial Level 2</td>
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<tr>
<td>School/Department</td>
<td>CDO Office (Digital Technology Services)</td>
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<tr>
<td>Location</td>
<td>Kings Meadow Campus</td>
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Purpose of role
To provide professional administrative support as part of the CDO Office, supporting the University’s Digital Technology Services Senior Management team and related activity.

The role holder will be required to work both independently and with other administrative and DTS staff members on various aspects of the department’s business and will also be expected to work directly with other Professional Services provisions (e.g. Estates, Human Resources, Executive Office, Schools and Faculties) and the newly appointed Digital Partner, CGI.

Main responsibilities
(Primary accountabilities and responsibilities expected to fulfil the role)

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<tr>
<th>1. Providing professional administrative support to the CDO Office:</th>
<th>% time per year</th>
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<tr>
<td>• Support meeting and committee activity including but not limited to meeting preparation and follow up activity, maintaining team trackers, records maintenance, and addressing opportunities and challenges that arise in a proactive manner.</td>
<td>85%</td>
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<td>• Support for the management of team calendars and inboxes as appropriate including but not limited to shared team calendars and inboxes, and also support with calendar management of the DTS Senior Management team in periods of Annual Leave.</td>
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<td>• Managing virtual meeting/room/catering/accommodation bookings, and other logistical bookings as required (such as travel)</td>
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<td>• Anticipate and secure information or advice that may be required for centrally supported committees or by the DTS Senior Management team members to make effective and efficient use of their time.</td>
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<td>• Work with colleagues in the wider University to ensure flexibility in planning across senior staff diaries is effectively achieved.</td>
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<td>• Develop a network of relationships with appropriate individuals internal and external to the University to support work activities.</td>
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<td>• Assisting with governance processes within the CDO office to improve procedures internally</td>
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<td>• Prepare, copy and distribute documents across Microsoft packages such as; MS Word, MS PowerPoint, MS Excel when required</td>
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RPF Band A
|   | **Provide general administrative support in support of the efficient and effective running of the Governance and Executive Services function.**  
  | Develop and maintain own professional skills through training, work experience and project related work.  
  | Raise requisitions using Agresso.  
  | Process expense claims using Concur.  
  | Identify improvements to the effective running of the area, making recommendations to the Executive Assistant to the Chief Digital Officer and Administration Manager and supporting the development of service improvement to ensure the smooth, efficient running of the office.  
  | Support the development and maintenance of Standard Operating Procedures for the CDO Office  
  | Provide ad hoc support to wider DTS CDO team as and when required | 10% |
|---|---|---|
| 3. | **Any other duties appropriate to the grade and role of the post holder.** | 5% |
### Person specification

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<th>Essential</th>
<th>Desirable</th>
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| **Skills**                  | ▪ A positive, hard-working can-do attitude with a desire and ability to use own initiative.  
                                 ▪ Diary, event management and planning itineraries experience.  
                                 ▪ Good planning, prioritising, & organisational skills.  
                                 ▪ Ability to multi-task and deliver high volume of work accurately.  
                                 ▪ Strong attention to detail  
                                 ▪ Ability to work under pressure and deal with unforeseen issues and changes.  
                                 ▪ The ability to handle sensitive information with a high degree of confidentiality and discretion.  
                                 ▪ Excellent written and verbal communication and interpersonal skills and an ability to communicate effectively with people at all levels.  
                                 ▪ Highly motivated & punctual  
                                 ▪ High level of computing skills, particularly MS Office 365 and confidence to use and learn new systems  | ▪ Experience of Agresso and Concur  
                                 ▪ Understanding of University processes and procedures.  |
| **Knowledge and experience**| ▪ Considerable experience in an administrative role  
                                 ▪ Experience of working in a team  
                                 ▪ Ability to use initiative and create change within the working environment  |  |
| **Qualifications, certification and training (relevant to role)** | ▪ Educated to A level or equivalent plus hands on experience in a similar role or proven track record of extensive relevant work experience.  | ▪ Other relevant training/development/qualifications in administrative support or customer service support.  |

The University strongly endorses Athena SWAN principles, with commitment from all levels of the organisation in furthering women’s careers. It is our mission to ensure equal opportunity, best working practices and fair policies for all.
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 open and welcoming of others, approachable and respectful. Considers the wider point of view and delivers appropriate support and guidance to colleagues.

**Taking ownership**
Shows initiative and takes responsibility for own actions. Offers clarity and tactful support to colleagues to aid decisions and actions.

**Forward thinking**
Demonstrates the ability to learn, and enjoys the opportunity to develop. Likes to share and implement new ideas and improvements in their area of work. Seeks feedback from others.

**Professional pride**
Is self-appraising, seeking feedback from others and acts as a great role-model at all times. Keen to deliver the job well and be an effective member of the team.

**Always inclusive**
Is sensitive to the needs of others and understands every person is important, right across the organisation, irrespective of level, culture, disability or any other characteristic.

Key relationships with others

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Line manager

Role holder

CDO Administrator

Key stakeholder relationships

Executive Assistant to Chief Digital Officer and Administration Manager

Colleagues

CDO Office

Committee and Board members
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