Role profile

Job title  Senior Administrator (Research & Innovation)  Job family and level  Administrative, Professional and Managerial Level 3

School/Department  Research & Innovation Central Administration Team  Location  Jubilee Campus

Purpose of role

To provide all aspects of high-level administrative support to the Research & Innovation (R&I) Division. As part of the central R&I administrative team, you will work closely with R&I colleagues and the Office Manager to ensure that appropriate administrative support is supplied to enable the department to deliver excellent activities and services to its stakeholders. You will provide all aspects of personal secretarial support and administration to the Directors of R&I in helping them to make the most of their time and assisting them in their key duties and responsibilities. You will also supervise the R&I Administrator/s and undertake administrative support on varied special projects and research activities, which will be a regular feature of this role.

Main responsibilities

(Primary accountabilities and responsibilities expected to fulfil the role)

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<th>% time per year</th>
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Contribute to the work of the R&I Central Administrative Team

- Being an active member of the administrative team who are the main point of contact for the R&I Team responding to and providing relevant advice on a wide range of queries, requests and issues from stakeholders.
- Providing administrative support for R&I activities by taking responsibility for the delivery of specific administrative tasks and processes as directed by the R&I Office Manager, including recruitment and sickness absence reporting.
- To support the Office Manager, advising on and proposing changes to procedures, plans, priorities and office systems to improve financial management, operational efficiency and quality of service.
- Maintaining an oversight of the workload and taking appropriate action to ensure continuity and maintenance of good working relationships and that urgent matters are addressed in a timely manner.
- Professionally responding to enquiries, using discretion and judgement to deal with urgent matters and resolving problems appropriately, including preparation of policy and briefing documents.
- Supporting R&I to meet their responsibilities regarding Health and Safety

1  30%
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|   | ▪ Ensuring confidentiality and discretion whilst managing sensitive information and data.  
  ▪ Any other duties appropriate to the role and level. |
| 2 | **Special Projects**  
  ▪ Undertaking special projects as directed by the SMT/Directors and the Office Manager, providing support in the delivery of project milestones and services to key project stakeholders  
  ▪ Providing appropriate administrative and project coordination to support special projects as directed by relevant project managers/Office Manager  
  ▪ Providing administrative support with a variety of research initiatives and supporting with recruitment and administrative support as required  
  ▪ Undertaking project work including analysing and interpreting data to assist with the preparation of reports, papers and presentations including preparation of policy and briefing documents  
  ▪ Supporting the SMT with HR processes and matters  
  ▪ Developing and maintaining effective working relationships with R&I Staff and other areas of the University to improve effective working and communications |
| 3 | **Provide a high standard of personal administrative assistance to the R&I Senior Management Team**  
  ▪ Organising and managing the diaries of the SMT, setting up meetings, organising events, and making any necessary travel and meeting arrangements on their behalf.  
  ▪ Proactively planning and providing full administrative support for a portfolio of Committees and SMT meetings including organising the calendar of meetings, preparing papers, taking minutes and following up actions appropriately.  
  ▪ Ensuring confidentiality and discretion whilst managing sensitive information and data.  
  ▪ Any other duties appropriate to the role and level. |
| 4 | **Supervision and Co-ordination**  
  ▪ This post will have oversight of the Central Team Administrators and work closely with other members of the team for the delivery of both financial and operational processes. |
## Person specification

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<th>Essential</th>
<th>Desirable</th>
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<td>▪ Excellent organisational skills with the ability to prioritise amongst and complete competing tasks paying close attention to detail. ▪ Excellent written and verbal communication skills. ▪ Strong interpersonal and diplomatic skills with the ability to build relationships with stakeholders at all levels. ▪ High degree of initiative, responsibility and self-motivation and with a proactive approach to problem solving. ▪ Analytical skills and the ability to organise and interpret data for use in reports and presentations. ▪ Demonstrable skills across a range of Microsoft packages including advanced use of Word, Excel and Outlook and the ability to use Teams and the Office 365 suite. ▪ Ability to work as a team player with an open, collaborative and flexible approach to delivering a high-quality customer service.</td>
<td>▪ Understanding of project management principles</td>
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### Skills

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<th>Knowledge and experience</th>
<th>Qualifications, certification and training (relevant to role)</th>
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<td>▪ Previous experience working in a PA role or of providing high level support to senior members of staff in a busy office environment. ▪ Experience of supporting and organising the arrangements for meetings and events. ▪ Proven experience of prioritising work and delivering against demanding deadlines. ▪ Experience of handling confidential and sensitive information with discretion. ▪ Proven experience of updating and establishing new processes or systems</td>
<td>▪ Educated to HND/HNC/A level standard or equivalent with some hands-on experience or proven track record of extensive experience in a similar role(s)</td>
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| Knowledge or experience of working in the higher education sector. ▪ Knowledge of sickness absence processes ▪ Knowledge of recruitment and the University ATF process ▪ Experience of managing one off projects | ▪ Educated to degree level |
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