



Job title	Senior Administrator	Job family and level	Administrative, Professional and Managerial Level 3
School/ Department	NDSS, Faculty of Engineering	Location	Jubilee Campus

Purpose of role

To manage, supervise and implement the administration of a commercial business unit within the Power Electronics and Machines Centre (PEMC). You will work directly with the unit senior leadership and wider University colleagues to ensure efficient and appropriate administrative support.

	Main responsibilities (Primary accountabilities and responsibilities expected to fulfil the role)	% time per year
1	<p>General Administration General support for administration and maintaining operations including:</p> <p><u>Planning and Organising</u></p> <ul style="list-style-type: none"> ▪ Plan and organise own/team activities to ensure deadlines and customer expectations are met. ▪ Participate and co-ordinate local project and development activities. ▪ Co-ordinate internal team meetings and workshops. ▪ Develop working relationships with other stakeholders around the University and external bodies to support the business unit. <p><u>Customer Service and Support</u></p> <ul style="list-style-type: none"> ▪ Support Business Development and Sales Team processing customer enquiries including drafting documentation, processing company information and coordinating with other University departments. ▪ Maintain records for customers as required. <p><u>Analysis, Reporting and Documentation</u></p> <ul style="list-style-type: none"> ▪ Collate, organise and edit materials for inclusion on periodic reports. ▪ Analyse data and trends to highlight issues and priorities. ▪ Update policies and documentation associated with the business unit as required. ▪ Maintain adherence and compliance with regulatory policies around data. 	50%
2	<p>Events and Visit Co-Ordination</p> <ul style="list-style-type: none"> ▪ Coordinate external customer and industrial visits ensuring compliance with University procedures and acting as the face of the business to exceed customer expectations. 	20%

	<ul style="list-style-type: none"> Coordinate external visits to customers and suppliers. Manage attendance at trade shows and conferences including liaising with external providers and ensuring logistical arrangements are in place. 	
3	Finance <ul style="list-style-type: none"> Preparing and submitting purchase orders. Generating operational and project financial reports. Processing customer orders and invoicing on completion. 	20%
4	<ul style="list-style-type: none"> Any other duties appropriate to the grade and role 	10%

Person specification

	Essential	Desirable
Skills	<ul style="list-style-type: none"> High level of IT skills, including MS Word, Excel and ability to integrate different packages. Excellent verbal and written communication skills. Excellent organisational and time-management skills. 	<ul style="list-style-type: none"> Skills in drafting legal documentation
Knowledge and experience	<ul style="list-style-type: none"> Experience in a similar administrative or office management role. Ability to work accurately under pressure and to meet deadlines. Proven ability to build effective working relationships with internal and external stakeholders 	<ul style="list-style-type: none"> Previous relevant work experience in a Higher Education environment. Previous experience of events management. Experience in invoicing or payment processing. Experience of basic financial reporting.
Qualifications, certification and training (relevant to role)	<ul style="list-style-type: none"> HNC/HND, or equivalent plus English and Maths at GCSE or equivalent OR substantial work experience in a similar role. 	



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

