



<b>Job title</b>	Mobile Administrator	<b>Job family and level</b>	Administrative, Professional and Managerial Level 2
<b>School/ Department</b>	Digital and Technology Services	<b>Location</b>	Kings Meadow Campus

## Purpose of role

Working as a member of the IT Operations Physical Environment Team (PET), you will be providing administrative support for PET and the wider IT Operations Team. Your duties will include administering the university's mobile device fleet, processing regular supplier invoices and credit notes for passing to Finance, and collating and submitting a number of monthly recharge journals to Finance for processing.

This role needs to be primarily based on campus as you need to co-ordinate deliveries to KMC and sending out to remote campus locations in the internal mail. There can be an element of working remotely for convenience if this proves to be efficient.

	<b>Main responsibilities</b> (Primary accountabilities and responsibilities expected to fulfil the role)	<b>% time per year</b>
1	<p><b>Mobile Phone Administration</b></p> <ul style="list-style-type: none"> <li>• Triaging service requests and incidents relating to university supplied mobile telephony devices and service, as reported within the DTS work management system</li> <li>• Ordering mobile devices for university staff using the supplier's online purchasing platform</li> <li>• Facilitating delivery of new mobile devices to users, whether based on site or working remotely</li> <li>• Maintaining the university's existing billing structure within the supplier's online platform to ensure rental and call charges are apportioned correctly</li> <li>• Providing information and guidance as requested by users and departmental administrators, either from existing knowledge articles, or direct with the supplier</li> <li>• Recording all mobile device transactions for monthly recharge to departments</li> </ul>	50%
2	<p><b>Invoice Processing</b></p> <ul style="list-style-type: none"> <li>• Downloading and processing of regular, electronically delivered, supplier invoices and credit notes</li> <li>• Collecting, scanning, curating and processing of regular paper invoices and credit notes, periodically delivered to the Mail Room</li> <li>• Creating purchase requisitions using the university's Business World purchasing platform to pass invoices for payment to Finance</li> </ul>	45%

	<ul style="list-style-type: none"> <li>Maintaining records of all invoices processed for future audit and to assist in maintaining budgets</li> </ul>	
3	<p><b>Monthly Recharge Journals</b></p> <ul style="list-style-type: none"> <li>Compiling and preparing the various monthly journals that allow for recharging of mobile and fixed telephony costs out to UoN schools and departments</li> <li>Submitting journals for passing to Finance at the end of every month</li> </ul>	5%

## Person specification

	Essential	Desirable
<b>Skills</b>	<ul style="list-style-type: none"> <li>• High level of IT skills, including MS Word, Excel and PowerPoint and ability to integrate different packages.</li> <li>• Excellent verbal and written communication skills.</li> <li>• Excellent organisational and time-management skills.</li> <li>• Ability to work on your own initiative</li> </ul>	
<b>Knowledge and experience</b>	<ul style="list-style-type: none"> <li>• Previous work experience in a customer facing role</li> <li>• Proven experience and ability to work accurately under pressure and to meet deadlines</li> </ul>	<ul style="list-style-type: none"> <li>• Previous relevant work experience in a Higher Education environment</li> <li>• Previous experience of mobile phone set-up and troubleshooting</li> <li>• Previous experience in processing financial transactions</li> </ul>
<b>Qualifications, certification and training (relevant to role)</b>	<ul style="list-style-type: none"> <li>• English and Maths at GCSE or equivalent OR substantial relevant work experience</li> </ul>	



## 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

