



<b>Job title</b>	Administrator – Marketing and Events Team	<b>Job family and level</b>	Administrative, Professional and Managerial Level 2
<b>School/ Department</b>	Humanities, School Management and Research Office (SMRO)	<b>Location</b>	University Park Campus, Humanities Building

The School Management and Research Office (SMRO) team provide a range of services and administrative support for the effective management of the school’s research activities, HR, marketing and events, school and departmental finances, resources, health and safety and space management. The Marketing and Events Team is led by an Assistant Operations Manager and consists of one full-time Senior Administrator and four Administrators.

## Purpose of role

You will work across all of these areas and have primary responsibility for working with one of the school’s five departments. Your role will include, in partnership with academic staff, organising school and departmental events including conferences, workshops, lectures, and field trips. You will also help create displays for open days. Other aspects of your role include promoting events, producing and evaluating web pages and managing and posting to social media accounts. You will also work 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.

	<b>Main responsibilities</b> (Primary accountabilities and responsibilities expected to fulfil the role)	<b>% time per year</b>
1	<b>Marketing (Online):</b> <ul style="list-style-type: none"> <li>▪ 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 Content Management System (CMS) to ensure accuracy and easy navigation.</li> <li>▪ Maintain and update the School social media channels.</li> <li>▪ Raise issues, monitor, and develop procedures.</li> </ul>	15%
2	<b>Events:</b> <ul style="list-style-type: none"> <li>▪ 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.</li> <li>▪ 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.</li> </ul>	60%

	<ul style="list-style-type: none"> <li>▪ Produce in advance event packs and all necessary documentation relating to each event.</li> <li>▪ Set up online facilities to manage and monitor bookings, where appropriate.</li> <li>▪ 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.</li> <li>▪ Support research-specific projects in relation to event and marketing activities over the life of the research project timeline.</li> </ul>	
3	<p><b>Customer enquiries and team working across the SMRO:</b></p> <ul style="list-style-type: none"> <li>▪ Together with other colleagues in the SMRO, deal effectively and efficiently with customer enquiries, requests (including from Senior Management) and deliveries to the office and signpost visitors to the correct person/team for support, if necessary.</li> <li>▪ Input to the shared staff rota in the Department of Music, as required, ensuring effective communication with Music academic staff and ensure an integrated approach is taken to SMRO policies and procedures.</li> <li>▪ Support members of the wider team during busy periods or absence and undertake other duties corresponding with the grade of the post as part of the team of administrative staff in the School.</li> <li>▪ Show sensitivity and consideration to other people's needs and feelings.</li> <li>▪ Have cross-cultural sensitivity.</li> <li>▪ Work collaboratively with a diverse range of colleagues to contribute to the delivery of service and project objectives.</li> <li>▪ Contribute to efficient and effective year-end processes and procedures.</li> </ul>	15%
4	<p><b>Planning, organising and liaison:</b></p> <ul style="list-style-type: none"> <li>▪ Work collaboratively within your team to ensure that deadlines/customer expectations are met.</li> <li>▪ Communicate and build positive working relationships with key contacts throughout the University structure and with external bodies where appropriate.</li> <li>▪ Attend meetings, as requested by the Senior Administrator, to support activities and report back on main discussion points.</li> </ul>	5%
5	<p><b>Person responsibilities:</b></p> <ul style="list-style-type: none"> <li>▪ Work flexibly across SMRO to ensure the needs of the School are met.</li> <li>▪ Keep skills up to date and further develop depth or breadth of knowledge in specific areas through a variety of on and off the job learning activities.</li> <li>▪ Any other duties appropriate to the grade and role.</li> </ul>	5%

## Person specification

	<b>Essential</b>	<b>Desirable</b>
<b>Skills</b>	<ul style="list-style-type: none"> <li>▪ Demonstrable ability to work accurately under pressure and meet deadlines.</li> <li>▪ Ability to prioritise own work-load, and adapt in the light of altering external priorities and pressures.</li> <li>▪ Excellent written and verbal communication skills.</li> <li>▪ High level of IT skills, including use of Word, Excel and Office 365, with an ability to integrate and manipulate different packages.</li> <li>▪ Positive attitude to team working, flexibility, and willingness to train in new systems and adapt to changing situations and needs.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Awareness of University procedures and relevant legislation.</li> </ul>
<b>Knowledge and experience</b>	<ul style="list-style-type: none"> <li>▪ Proven experience of providing and maintaining a high level of customer service whilst working to deadlines.</li> <li>▪ Proven experience of having worked successfully as part of a team.</li> <li>▪ Experience in communicating with colleagues from a diverse ethnic background.</li> <li>▪ Experience of independently and proactively resolving complex queries.</li> <li>▪ Knowledge of marketing issues and concepts.</li> <li>▪ Experience of using a CMS system to update websites.</li> <li>▪ Experience of organising events.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Experience of working in an administrative environment and handling confidential and sensitive information.</li> <li>▪ Experience of finance systems and working with budgets.</li> <li>▪ Previous work experience in administrative roles in Higher or Further Education in the UK.</li> <li>▪ Experience of using desktop publishing software to produce marketing materials</li> </ul>
<b>Qualifications, certification and training (relevant to role)</b>	<ul style="list-style-type: none"> <li>▪ GCSE Maths and English grade C or above (or equivalent)</li> <li>▪ A level qualifications, or equivalent, which could include vocational qualifications (NVQ 2-3, City &amp; Guilds) or equivalent, plus some experience in a relevant role</li> </ul> <p>Or</p> <ul style="list-style-type: none"> <li>▪ Substantial, relevant, recent administrative experience in a related role(s) and at a level that has required minimum supervision.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Higher vocational qualification in a relevant area.</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 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

