



Job title	Administrator (Operations)	Job family and level	Administrative, Professional and Managerial Level 2
School/ Department	English	Location	Trent Building, University Park Campus

Purpose of role

The purpose of this varied role is to provide high level administrative support in all areas of the School, and specifically finance, events and logistics. The role holder will be based in the School Management and Research Office which is responsible for the effective and efficient provision of administrative support for a broad range of School activities working with academic and administrative staff across the School. The role holder will be required to undertake First Aid training to become a qualified First Aider as part of this role.

	Main responsibilities (Primary accountabilities and responsibilities expected to fulfil the role)	% time per year
1	<p>Buildings, Equipment & Facilities</p> <ul style="list-style-type: none"> You will manage the School reception dealing with queries in person, on the phone or via the School's email account You will deal with non-teaching School meeting room booking requests You will set up staff and student offices/common rooms including office and corridor signage, updating pigeon holes and staff photo boards for new starters and School contact lists You will initiate works requests for minor issues in the building, liaise with Estates to ensure the work is carried out and maintain a log to monitor related expenditure You will support the Senior Administrator (Operations) with estates projects such as office moves and space renovations through Estates Work Requests You will oversee the upkeep of offices, corridors, storage and other space in the School, conducting monthly, termly and annual safety audit of rooms and communal spaces, and acting on any outcomes of these audits You will act as a qualified First Aider and monitor content of School first aid boxes 	30%

2	<p>Financial Administration</p> <ul style="list-style-type: none"> You will process non-standard payments, non-staff expenses, payroll claim forms, and raise purchase orders, request journal transfers and raise invoices as required You will maintain records of all procurement activity in accordance with School and University procedures and undertake regular housekeeping to maintain accuracy and monitor income and expenditure on non-research project codes You will monitor stocks and undertake routine purchasing of office consumables You will advise staff and students about the University's purchasing policies where necessary You will contribute towards the development and maintenance of School guidance documentation in this area, and assist the Senior Administrators and Assistant Operations Manager with the update of SharePoint sites 	20%
3	<p>Travel</p> <ul style="list-style-type: none"> You will provide advice and guidance to support academic staff and PhD students booking trips to ensure they follow current University policy and procedures and support the completion of Travel Risk Assessment You will book all aspects of travel for fully funded PhDs through Key Travel You will liaise with the University Travel team to get dispensation to book outside Key Travel and make the necessary bookings once dispensation has been granted 	25%
4	<p>Events</p> <ul style="list-style-type: none"> You will make bookings for field trips, theatre visits and conferences hosted by the School You will set up Online Shop pages and create Office 365 Forms to manage and monitor registrations and bookings You will book meeting rooms, catering and accommodation for School events You will support events by setting up rooms, preparing signage and name badges and displays, ensuring that venues, room bookings, accommodation, catering and all materials are booked via the appropriate university channels You will attend the school event, acting as 'front of house' as required; You will deal with any problems that arise with the event organiser in the first instance, and referring more complex problems to the Senior Administrator (Operations) as appropriate 	10%
5.	<p>Web & Comms</p> <ul style="list-style-type: none"> You will manage the school Social Media platforms, writing and scheduling posts. Manage the <i>Words on Words</i> blog: contact students for submissions (including images where possible), edit and proof the student copy, then publish on the live blog Update any school webpages as required Liaise with the Senior Administrator (Web and Communications) on the brand guidelines and update displays and handouts for Offer Holder days and Open Days 	10%

6	<p>General School duties</p> <ul style="list-style-type: none"> • You will undertake team events for the School which require support from all administrative members of staff • You will establish working relationships with key contacts in the Faculty and other teams, Schools and departments to support activities and projects • You will be required to apply lean management principles to your work • You will attend meetings in the School and Faculty as required • You will attend team staff development events as required • You will undertake health and safety activities with all other members of the administrative team as required • You will support members of the wider team during busy periods or absence and undertake other duties commensurate with the grade of the post as part of the team of administrative staff in the School of English <p>Sustainable print service</p> <ul style="list-style-type: none"> • You will act as the main point of contact for the School and co-ordinate the School's Sustainable Print Service • You will act as a member of the School's team of print champions advising other print champions about reporting faults, ordering paper and other consumables • You will check School photocopiers and re-load paper each morning 	5%
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Person specification

	Essential	Desirable
Skills	<ul style="list-style-type: none"> ▪ You will have a high level of IT skills, including Office 365 Suite, with an ability to integrate and manipulate different packages ▪ You will have excellent Interpersonal skills with the ability to communicate with a diverse range of people ▪ You will have excellent written communication skills, both written and verbal, including a good eye for detail and accuracy in all aspects of work ▪ You will have excellent problem-solving skills and the ability to resolve complex internal and external queries and refer on as appropriate ▪ You will have experience of planning and prioritising your own work activities in response to differing needs and deadlines ▪ You will have a positive attitude and the ability to learn new skills, and procedures as required by changing University procedures and legislation 	
Knowledge and experience	<ul style="list-style-type: none"> ▪ You will have significant experience of working in an administrative environment and have excellent file management skills 	

	<ul style="list-style-type: none"> ▪ You will have experience of maintaining a high level of customer service and achieving deadlines ▪ You will have the ability to work well both independently and as part of a team 	
Qualifications, certification and training (relevant to role)	<ul style="list-style-type: none"> ▪ You will have GCSE's in Maths and English at Grades A-C/9-4 or Vocational qualification (NVQ2 Administration with Secretarial Skills) or equivalent and experience of an office/administrative environment. <p>OR</p> <ul style="list-style-type: none"> ▪ You will have previous work experience in a relevant 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 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

