



Job title	Administrator (Operations)	Job family and level	Administrative, Professional and Managerial Level 2
School/ Department	Veterinary Medicine and Science	Location	Sutton Bonington Campus

Purpose of role

The purpose of this role is to support delivery of key outputs at Faculty and School Level. This will include providing administrative support, preparation/management of schedules and documents, and managing discreet work packages to drive outcomes. This role will also support the School's research portfolio with administrative support, such as Unicore approvals and assistance with raising purchase orders.

The role will include receiving and responding to internal and external queries in person, by email and telephone; providing general administrative support to academic divisions and the School executive members, specifically the Head of Operations.

	Main responsibilities (Primary accountabilities and responsibilities expected to fulfil the role)	% time per year
1	<p>General Administration General support for administration and maintaining operation which may include:</p> <ul style="list-style-type: none"> ▪ Administrating the documentation and processes to support allocated areas of responsibility ▪ Use of key systems/platforms for data entry, capture and usage. The will include monitoring of inputs, tracking progress and reporting ▪ Diary management as applicable ▪ Receive and respond to internal and external queries. Provide advice and resolve both simple and complex issues, ensuring a prompt, high quality service is provided ▪ Organise meetings, events, conference registration and travel and hotel accommodation for staff and students ▪ Various School/University reporting requirements ▪ Organise office duties. Review and adjust office procedures to improve office effectiveness ▪ Administer staff holiday, sickness recording, inductions and ADC processes ▪ Administer the sourcing and issuing of department keys, computing resources and general office supplies ▪ Manage the bookings/servicing and repair of School vehicles. Organize driving permits as required ▪ Distribute mail and collect deliveries from stores 	45%

2	<p>Secretariat duties to Committees</p> <ul style="list-style-type: none"> ▪ Act as secretariat to and support the activities of the School's Research Committee, Committee on Animal and Research Ethics and the cross-campus Centre for Dairy Science Innovation Research Management Group. <ul style="list-style-type: none"> ○ Manage and co-ordinate agendas in conjunction with Committee Chairs, implementing procedures for submission of agenda items ○ Prepare, request and collate papers and other materials ○ Manage the organization of committees from a diary perspective, book rooms, liaise with colleagues attending meetings on an ad hoc basis as appropriate ○ Manage all other aspects of meeting administration ▪ Attend meetings, prepare formal minutes and action logs 	20%
3	<p>Support for specific outputs</p> <ul style="list-style-type: none"> ▪ Develop and maintain relevant databases and spreadsheets which may include personnel data, research data, or other ▪ Maintenance and contribution to online assets and collateral and digital outputs ▪ Support data management and adherence with GDPR requirements ▪ Support small projects to drive a common objective as defined by team or area ▪ Reporting outcomes, progress and follow up of complex processes 	15%
4	<p>School research support</p> <ul style="list-style-type: none"> ▪ Provide administrative support for the organization of cross-School research meetings and events including booking venues, refreshments, travel and accommodation ▪ Coordinate updates to the School's research web-pages, liaising with staff to solicit information from them for the website and liaison with the Faculty's marketing team ▪ Collate information from various sources (internal/external) for monthly School research e-newsletters ▪ Support the development of the School's Research Support SharePoint site 	15%
5	<ul style="list-style-type: none"> ▪ Any other duties appropriate to the grade and role 	5%

Person specification

	Essential	Desirable
Skills	<ul style="list-style-type: none"> ▪ Excellent oral and written communication skills 	<ul style="list-style-type: none"> ▪ Experience of using UniCore, Worktribe and Campus Solutions
Knowledge and experience	<ul style="list-style-type: none"> ▪ Extensive IT knowledge (MS Office, email) ▪ Ability to build working relationships within the School, University and external suppliers ▪ Experience of planning own work activities in response to differing needs of the School and deadlines ▪ Ability to work independently to resolve complex internal and external queries and to provide and maintain a high level of customer service whilst working to deadlines ▪ Accuracy, reliability and willing and adaptable to learn new skills as required by changing University procedures and legislation ▪ Broad experience of manual processes 	
Qualifications, certification and training (relevant to role)	<ul style="list-style-type: none"> ▪ Vocational qualification (NVQ2 Administration with Secretarial Skills) or equivalent and experience of an office/administrative environment, OR Considerable work experience in a relevant role 	
Statutory, legal or special requirements		<ul style="list-style-type: none"> ▪ Awareness of University procedures and relevant legislation



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



