



Job title	Administrator – School Operations	Job family and level	Administrative, Professional and Managerial Level 2
School/ Department	Humanities	Location	University Park Campus, Humanities Building

Purpose of role

The School Management and Research Office (SMRO) support a range of services and provide administrative support for the effective management of the school’s buildings and facilities, health and safety, HR and finances, marketing and events, and research activities.

Your role will be varied and involves communicating with a wide range of people across the school and university, as well as external visitors against a backdrop of constantly changing demands and priorities. Your roll will be mainly focused on administration support for HR and finance, including staff recruitment, casual staff engagement, budget monitoring and financial reconciliation for school and departmental finances. You will support other team members within the School Operations team, and work collaboratively with other SMRO teams, dealing with a wide range of customer enquiries and supporting senior managers.

	Main responsibilities (Primary accountabilities and responsibilities expected to fulfil the role)	% time per year
1	<p>HR</p> <ul style="list-style-type: none"> ▪ Provide administrative support to hiring managers for vacancies via the Vacancy Manager system. Organise interview arrangements with hiring managers, book rooms for in-person interviews or send Teams invites for online interviews. Greet candidates on arrival and complete right to work checks, process interview expenses and other interview activities. ▪ Induct new members of staff and help them to activate their IT account on their first day, and with access to any systems they need. Keep the HR induction SharePoint page up to date. ▪ Ensure staff records, organograms and lists are kept up to date. ▪ Keep up to date with the Post-graduate Teaching Assistant (PGTA) program and support with PGTA recruitment and induction. ▪ Manage the administration and recruitment of short-term or adhoc roles, such as Research Assistants and Student Ambassadors etc. through Unitemps. Approve time sheets and monitor claims. 	40%

	<ul style="list-style-type: none"> ▪ Arrange for visiting guest lectures to be set up to receive payment of their fee and or process their expenses. ▪ Arrange for individuals to be set up as suppliers for services they are providing, and raise purchase orders following the university procurement process, obtaining necessary approvals. ▪ Work with the Director of Performance in Music on Instrumental Tutor student allocations, ensure their supplier paperwork is kept up to date and process their invoices. Gather recital accompanist information and process Music Colloquia fees. 	
2	<p>Finance</p> <ul style="list-style-type: none"> ▪ Follow the university procurement process for raising purchase orders for good and services via the UniCore system. Approve requisitions and one-time payment (OTP) requests up to £999. ▪ Carry out month end reconciliation for school and departmental cost centres, refer issues and anomalies as appropriate and escalate to the senior administrator if necessary. Request journal transfers if necessary to correct incorrect postings. ▪ Process non-staff claim forms and External Examiner payments via OTP section of the UniCore system. Keep the External Examiner database up to date and liaise with the Assessments team. ▪ Monitor donations codes and report balances to Heads of Departments. Arrange payment of school prizes. ▪ Contribute to the efficient and effect financial year-end processes and procedures. 	25%
3	<p>School Operations</p> <ul style="list-style-type: none"> ▪ Support Print Champions with restocking printers and resolving or reporting faults to Xerox. Support with receiving, organising and distributing mail. ▪ Report building maintenance issues and faults to the Estates via the Plan On system. ▪ Support with office moves, ensuring offices are cleared out if a member of staff leaves and prepared for the next occupant. ▪ Liaise with Digital and Technology Services (DTS) to ensure laptops are reimaged for new members of staff. 	20%
4	<p>Customer Services</p>	10%

	<ul style="list-style-type: none"> ▪ Together with other colleagues in the SMRO, deal with customer enquiries, requests (including from senior management), and deliveries and deal with those enquiries efficiently and effectively, as necessary, or signpost visitors to the correct person or team. ▪ Work closely with other SMRO colleagues to promote an understanding of each other's work and remit, share responsibility and good practice and assist in the workload of others in response to varying workloads at peak times, and absences during the year. ▪ Work closely with other university departments and Professional Services teams to ensure that policies and procedures are adhered to and effective working relationships existing between those departments the SMRO. ▪ Input to the staffing rota for enquiries, including at Music, as required. Chair and minute take for the SMRO whole team meeting on a rotating basis. 	
5	<p>Other</p> <ul style="list-style-type: none"> ▪ Undertake professional and personal development, where appropriate, to ensure the continual updating of skills and knowledge relevant to the role. ▪ Undertake any other duties appropriate to the grade of the post and role. 	5%

Person specification

	Essential	Desirable
Skills	<ul style="list-style-type: none"> ▪ High level of IT skills, including MS Word, Excel, and O365 (including SharePoint and Teams) with an ability to integrate and manipulate different applications. ▪ Excellent communication skills, both written and verbal, and the ability to provide clear and articulate communications. ▪ Flexible approach and ability to work on own initiative and contribute to new opportunities and creative solutions. ▪ Ability to show initiative and a proactive attitude. ▪ Ability to work accurately under pressure and meet deadlines. ▪ Positive attitude to team working, flexibility and willingness to train in new systems and adapt to changing situations and needs. 	<ul style="list-style-type: none"> ▪ Experience of using Oracle based systems for procurement.
Knowledge and experience	<ul style="list-style-type: none"> ▪ Experience of working in an administrative environment. ▪ Experience of finance systems and working with budgets. ▪ Experience of planning and prioritising own work activities in response to differing needs and deadlines. ▪ Ability to work successfully as part of a team. ▪ Experience of independently resolving complex queries. ▪ Experience of working in a role involving a high level of accuracy. ▪ Experience of implementing and reviewing administrative systems. 	<ul style="list-style-type: none"> ▪ Experience of building and facilities administration and issues. ▪ Experience of Health & Safety issues. ▪ Previous work experience in Higher Education in the UK. ▪ Awareness of university procedures and legislation.

<p>Qualifications, certification and training (relevant to role)</p>	<ul style="list-style-type: none"> ▪ GCSEs 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 or previous work experience in relevant role. 	
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The University strongly endorses Athena SWAN principles, with commitment from all levels of the organisation in furthering women's careers. It is our mission to ensure equal opportunity, best working practices and fair policies for all.

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

