Project Administrator
IT Services, Information Services Directorate

Closing date: 31 October 2017
Interview date: 17 November 2017
Vacancy reference: 6117
INTRODUCTION

The Information Services Directorate is organised into three main areas, IT Services, Library Services and The Borthwick Institute for Archives; all are designed to support the teaching, learning and research aims of the University and help to deliver the Information Strategy. As a Directorate we strive to provide the best student and staff experience via a strong customer focus and a commitment to continuous improvement. We value collaboration with colleagues both within the department and across the University. We are proud to hold, and have maintained, the Customer Service Excellence accreditation which we first attained in 2014.

All staff share responsibility for and contribute to the success of the overall service. We want you to contribute to service improvement, working in an environment of mutual respect and openness. We strongly encourage all staff to engage in a process of continual review - both of their own work and that of colleagues; making suggestions for change to ensure that we continue to develop and enhance our services to meet the requirements of all our users.

This will also involve the setting of service standards and monitoring these to ensure our success. In developing and delivering administrative services you will be directly contributing to both the Information Strategy and the University Strategy and as a collegiate organisation we welcome your contribution.

The Project Administrator will play a key role in supporting the Directorate with the organisation and successful delivery of key institutional projects, working closely with dedicated project managers and other key members of a project team. The role holder will need to demonstrate excellent organisational skills, flexibility and enthusiasm as well as the ability to work independently and engage constructively with stakeholders at all levels of the University and with outside partners.

Heidi Fraser-Krauss
Director, Information Services
Main purpose of the role

This role is part of the Enterprise Systems team in the Information Services Directorate. Specifically, this post is focused on project support for a new Online Learning initiative, part of the University Strategy. The main purpose of the role is to:

- Carry out a range of administrative processes in order to facilitate the smooth running of key institutional projects delivered by IT services
- At times carry out administrative support for all Information Services Directorate staff, including assisting senior managers with diary management and other duties typical of a Personal Assistant

Key responsibilities

The tasks could include the following, although this does not represent a complete list and neither will all tasks be undertaken by all admin roles:

Project Support

- To provide administrative support to committee meetings and project groups which may include the following activities:
  - Preparing agendas and taking minutes
  - Administration of project information e.g. maintaining project action plans
  - Collating and presenting usage and other statistics
- Co-ordinating replies, providing monthly summaries and regular analyses of comments received from users
- Contribute to the development of office and project administrative processes, carrying out administrative tasks and ensuring controls are in place to ensure accuracy and timeliness
- To fulfil general administrative tasks such as mail handling, travel arrangements, document printing
- Support the Project Manager to:
  - Facilitate communication / liaison between project team members and other key stakeholders
  - Update project plans to support project reporting
  - Prepare and implement project communications plans for internal and external project audiences with particular focus on the use of Google Drive, Groups and Calendar and internal wiki spaces

Communication and collaboration

- To produce draft communications, reports, briefings etc., and ensure dissemination of timely information to appropriate people
- To publish information on web sites, wikis and other media
- Work collaboratively with other administrators in the team, helping to train and support colleagues as appropriate
- Participate in project teams and working groups where required
- Provide logistical support to support collaboration with external project partners
## PERSON SPECIFICATION

### Qualifications

<table>
<thead>
<tr>
<th>Essential / Desirable</th>
</tr>
</thead>
<tbody>
<tr>
<td>Educated to A level standard (or equivalent experience)</td>
</tr>
</tbody>
</table>

### Knowledge

<table>
<thead>
<tr>
<th>Essential / Desirable</th>
</tr>
</thead>
<tbody>
<tr>
<td>Knowledge of relevant issues in higher education</td>
</tr>
<tr>
<td>Understanding of the needs of those working and studying in a higher education environment</td>
</tr>
<tr>
<td>Understanding team dynamics and how this contributes to effective service delivery</td>
</tr>
<tr>
<td>Use of software for administrative purposes</td>
</tr>
<tr>
<td>General principles of financial record keeping</td>
</tr>
<tr>
<td>Specific knowledge base relevant to the role and its application in organisations</td>
</tr>
<tr>
<td>Financial systems and purchasing procedures</td>
</tr>
<tr>
<td>Agresso</td>
</tr>
<tr>
<td>Knowledge and understanding of University processes</td>
</tr>
<tr>
<td>Understanding of customer service good practice</td>
</tr>
</tbody>
</table>

### Skills, abilities and competencies

<table>
<thead>
<tr>
<th>Essential / Desirable</th>
</tr>
</thead>
<tbody>
<tr>
<td>Excellent communication skills, both written and verbal</td>
</tr>
<tr>
<td>Ability to work under pressure and on own initiative</td>
</tr>
<tr>
<td>Ability to convey information to a wide range of people</td>
</tr>
<tr>
<td>A proactive approach and the ability to use initiative and problem solving skills</td>
</tr>
<tr>
<td>Excellent teamwork and interpersonal skills</td>
</tr>
<tr>
<td>Ability to demonstrate flexibility and innovation in adapting to changing needs</td>
</tr>
<tr>
<td>Proactive approach to keeping up to date with developments in area of expertise</td>
</tr>
<tr>
<td>Web and wiki authoring</td>
</tr>
<tr>
<td>Excellent IT Skills, including Microsoft Office</td>
</tr>
</tbody>
</table>
## PERSON SPECIFICATION

| Willingness and ability to learn new skills and technologies | Essential |
| Accuracy and attention to detail | Essential |
| Excellent organisational skills | Essential |
| Ability to use negotiation skills and to facilitate open discussion with individuals and groups | Desirable |

### Experience

- Liaison and collaboration with a range of stakeholders | Essential |
- Experience of supporting a project manager on complex IT projects | Desirable |
- Experience of maintaining electronic and paper based records accurately | Essential |
- Experience of servicing committees, minute taking, agendas | Essential |
- Involvement in delivering change | Desirable |
- Experience of providing administrative services, preferably in a Library or IT environment | Desirable |
- Experience of involvement in projects | Desirable |
- Using a Web Content Management System | Desirable |
- Online travel booking tools | Desirable |
- Experience of organising workshops and presentations | Desirable |

### Personal attributes

- Conveys positive attitude | Desirable |
- Personal credibility and integrity | Desirable |
- Motivation towards customer service excellence and quality | Desirable |
- Open to collaborative ways of working | Desirable |
- Encouraging towards innovation and development | Desirable |
- Open communication style | Desirable |
- Sensitivity and empathy with users, colleagues and staff | Desirable |
- Pleasant telephone manner | Desirable |
The Information Services Directorate is organised into three main areas, IT Services, Library Services and The Borthwick Institute for Archives all are designed to support the teaching, learning and research aims of the University and help to deliver the Information Strategy. This role is based in the IT Services division.

**IT Services**

Information Technology is fundamental to the teaching and research success of the University as well to its day to day operations. ITS provides technology services to the whole University: staff, students and visitors. We aim to deliver services which are secure, reliable, easy to use and resilient. We strive to develop new services to meet changing needs and to keep pace with technological advances.

We manage, develop and support the network infrastructure which interconnects all buildings as well as the high-speed link to the internet via the academic network provided by Jisc Technologies. Wireless coverage on campus is now nearly universal and students have access to both the wired and wireless network from their study bedrooms and in all teaching and public spaces across campus.

More recently, we have developed a research support team which offers advice and support to researchers across the University as well as small scale HPC, data storage and backup services. In addition, we are responsible for providing the technical infrastructure underpinning many of the University’s corporate information systems such as the VLE, website, Student Record and Finance systems. We provide business analysis, project management and integration expertise to introduce new University-wide systems and services that support teaching, research and administration.

We support over 6,000 centrally managed PCs, installed into classrooms for student use, and in offices for staff. More than 200 items of PC software are available, including standard office applications and specialist software to support teaching and research. We also have a managed Linux and Mac desktop service, provided a Windows based laptop loan service for students and support most other modern platforms. Since 2011 we have used the Google Apps for Education suite of software. This includes email, calendar and a whole raft of collaboration tools. Google Apps are now well embedded in the institution. Our centrally managed Print, Copy and Scan service (York Print Plus) is available across the University in all departments and student areas and supports printing from wireless devices, scan to email and traditional photocopying.
THE UNIVERSITY

Founded on principles of excellence, equality and opportunity for all, the University of York opened in 1963 with just 230 students. In 2017 it is the home of more than 17,000 students across more than 30 academic departments and research centres. Since opening over fifty years ago, we have become one of the world’s leading universities and a member of the prestigious Russell Group.

We are consistently recognised as one of the leading Higher Education Institutes and one of just six post-war universities which appear in the world top 100 (2013-14) and 15th in the Times & Sunday Times league table (2016). The University of York has won six Times Higher Education (THE) Awards and five Queen’s Anniversary Prizes.

The University is proud of its association with Athena SWAN, holding 12 awards in support of gender equality, representation and success for all, with gold awards for Chemistry and Biology and a University-wide bronze award.

Of 154 universities that took part in the Research Excellence Framework (REF) in 2014, The University of York ranked 14th overall and 10th for the impact of our research. The University is consistently in the top ten UK research universities and attracts over £60m a year of funding from research alone.

Our vision is to make the University of York a world leader in the creation of knowledge through fundamental and applied research, the sharing of knowledge by teaching students from varied backgrounds and the application of knowledge for the health, prosperity and well-being of people and society.
Attractive workplace

Centred around the picturesque village of Heslington on the edge of the city of York, our colleges are set in an attractive landscaped campus. York enjoys a safe, friendly atmosphere with facilities including bars, shops, theatres and concert halls all within easy walking distance.

The University has undergone an unprecedented period of expansion and renewal since 2000. We have invested in twenty new buildings on the original campus and have completed the first and second phases of a £750m campus expansion. Our investment in new colleges, teaching and learning spaces, laboratories, research facilities and a new sports village mean there has never been a better time to join us.

During this period of change we’ve worked hard to retain our friendly, informal and collegiate atmosphere, which is important to our core values of inclusivity and interdisciplinarity.

We have a thriving international community and are committed to providing staff moving to York with as much support as possible through our Relocation Package and Welcome Officers.

The University aims to offer a nurturing and supportive environment as an employer. Flexible working hours, nursery facilities, childcare vouchers, cycle to work scheme, generous holidays and an attractive pension scheme all make the University of York one of the region’s leading employers.

For further information please visit our employee benefit pages.
THE CITY AND THE REGION

The City of York

Internationally acclaimed for its rich heritage and historic architecture, York's bustling streets are filled with visitors from all over the world. Within its medieval walls you will find the iconic gothic Minster, Clifford's Tower and the Shambles - just a few of the many attractions.

But York isn't just a great place to visit - it's also a great place to live and work. While nourishing a vibrant cosmopolitan atmosphere, York still maintains the friendly sense of community unique to a small city.

Visit www.visityork.org for more information on the city of York

Shopping, culture and entertainment

York boasts specialist and unique boutiques but also all the high street stores on its busy shopping streets. Alongside them you will find cinemas, theatres, an opera house, art galleries, a vast range of restaurants, live music venues and clubs. York is particularly renowned for its multitude of pubs and bars, from the modern to the medieval.

Housing and schools

Whether you choose to live close to the city, in one of the surrounding villages or further afield, you will find a wide range of housing within comfortable distance of York and the University. For families, the area has a range of excellent schools both in the state and independent sector.

Great location

York is one of Britain's best-connected cities. Halfway between London and Edinburgh on the East Coast mainline, on intercity trains you can reach London King's Cross in less than two hours and Edinburgh in two and a half hours. York is also well served by road links, and it is easily accessible from the A1, M1 and the M62.

For those travelling from overseas, Manchester Airport is two hours away and Heathrow Airport just three and a half. Flights from nearby Leeds Bradford Airport provide easy access to mainland Europe. By Eurostar from London St Pancras, Paris is just over six hours away.

Yorkshire

The Lonely Planet guide recently declared Yorkshire the third best region in the world to visit. There is something to cater to every taste, whether it be the rugged landscapes of the Moors or the Dales, the picturesque seaside towns of Scarborough and Robin Hoods Bay, the gothic architecture of Whitby or the vibrancy of cosmopolitan Leeds.
Apply online
- Go to https://jobs.york.ac.uk
- Find this job using reference 6117
- Complete the online application form

You will need to submit your completed application by midnight (local UK time) on 31 October 2017.

What will I need?
We will ask you for details of:
- your employment history
- relevant qualifications
- two referees

You need to be ready to show us how you meet the requirements of the job, either in a written statement and / or by answering questions.

Help and assistance
Direct any informal queries to simon.davis@york.ac.uk

If you have any questions about your application, contact the HR Services team:
- recruitment@york.ac.uk
- +44 (0)1904 324835