Administrator
Information Services Directorate

Closing date: 19 February 2018
Interview date: 7 March 2018
Vacancy reference: 6366
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.
## JOB DESCRIPTION

### At a glance

**Salary**  
£20,989—£24,285 Per year

**Hours of work**  
37 Hours per week

**Contract type**  
Fixed term until 30 November 2018

**Based at**  
Heslington West Campus

### Main purpose of the role

This role is part of the Administration Team in the Information Services Directorate, whose purpose is to provide a high quality, responsive administration service to Directorate staff:

- General administrative support for all Directorate staff, including assisting senior managers with diary management and other duties typical of a personal assistant.
- Project and group administrative support including assisting group leaders with any administrative arrangements such as organising meetings and taking minutes.
- Administrators also have a specialist area of responsibility, listed in the functional areas below.

All members of the Administration team participate in an early rota to cover the Harry Fairhurst Admin Office from 8.30am Monday to Friday, which includes taking sickness calls and recording sickness absence. There are approx 3 early covers per person, per month.

The post holder will be responsible for the admin mailbox one day per week - this involves responding to email requests from staff in a timely manner, processing requests and labelling actions for the rest of the team.

### Key responsibilities

(Role holders will be required to undertake some or all of the duties below)

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

#### General administrative duties

**Service Delivery**

- To provide a high quality, responsive administration service to Information Services staff
- To act as a first point of contact for visitors (e.g. contractors, other University staff)
- 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
  - Coordinating replies, providing monthly summaries and regular analyses of comments received from users
- To manage the diary for a senior manager, arrange the manager's internal and external meetings as required and making travel and accommodation arrangements
- To organise all aspects of keynote visits, meetings, events, workshops and conferences
- To assist with production of service-related documentation e.g. promotional literature, induction and welcome packs, lecture materials, conference presentations etc.
- General admin support for provision of training, including booking IT trainers and rooms, monitoring enrolments and ensuring materials are ready
- To provide administrative support for the pilot copyright clearance service
- To fulfil general administrative tasks such as mail handling, travel arrangements, document printing
JOB DESCRIPTION

Communication and collaboration

- To produce draft communications, reports, briefings etc., and ensure dissemination of timely information to appropriate people
- To publish information on websites, wikis and other media, such as The Weekly Newsletter (IS News)
- Working collaboratively with other administrators in the team, helping to train and support colleagues as appropriate.
- Assist with marketing activities, in particular coordinating the development, design and promotion of printed materials; organising and managing Open and Visit Days on behalf of the Directorate (including attending to coordinate activities, and developing the appropriate support and marketing materials); updating our contributions to University publications and any Directorate materials e.g. user guides.
- Collaborate closely with the Central Marketing team, providing a first point of contact for general marketing queries
- Participate in project teams and working groups where required

Quality and value

- To devise, develop and maintain service related databases and/or spreadsheets and produce management or statistical information in a variety of formats

Functional areas of responsibility

- Administrators also have responsibility for a functional area, as outlined below:
  - Support for the Borthwick Institute for Archives
  - To provide administrative support for the Keeper of the Archives, including filing, arranging travel and arranging and taking minutes at Borthwick staff meetings.
  - Providing financial administration support for the Borthwick, alongside the financial administrators.
  - Processing orders for publications, maintaining records of subscribers, maintaining financial information, maintaining stock records, dispatching items to customers.
  - Coordinating the publications process for the Borthwick Papers, including the stock and the subscriptions process; liaising with publishers and printers and supporting the editorial process.
  - Coordinating the University Art Collection.

Financial administration

- To arrange purchasing of equipment and supplies for Information Services in line with University financial regulations and department processes.
- Receipt and processing of all delivery notes; payment of invoices, receipt and coding of expenses claims.
- Manage and maintain relational systems, spreadsheets and databases.
- Maintain Agresso records including being authorised as a departmental signatory.
- Administration of the Information Services budget (e.g. transfer of monies within accounts), monitoring of accounts.
- Extract information from records/databases for financial reports as required by senior management and other budget holding staff.
- Provide advice and guidance and training on general financial procedures for staff, other university departments, external funding bodies and suppliers.
- Oversee the management of division’s cashing up and banking procedures and reconciliation.
- Raising invoice requests and journal requests.
- Any additional financial administrative support as required to monitor income & expenditure against a service-related budget.
- Maintaining records (electronic and paper) of purchases, software licences, internal charges
- University service for maintenance contracts; providing an excellent customer service for the management of IT equipment and ensuring critical University equipment is maintained to an appropriate standard. This includes:
  - Administering maintenance contracts for hardware
  - Setting up and maintaining records and renewing contracts as required
  - Extracting financial information from records/databases
  - Customer liaison
PERSON SPECIFICATION

Qualifications

Educated to A level standard (or equivalent experience)  

Knowledge

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

Skills, abilities and competencies

Excellent communication skills, both written and verbal  
Ability to work under pressure and on own initiative  
Ability to convey information to a wide range of people  
A proactive approach and the ability to use initiative and problem solving skills  
Excellent teamwork and interpersonal skills  
Ability to demonstrate flexibility and innovation in adapting to changing needs  
Proactive approach to keeping up to date with developments in area of expertise  
Web and wiki authoring  
Excellent IT Skills  
Willingness and ability to learn new skills and technologies  
Accuracy and attention to detail  
Excellent organisational skills  
Ability to work in InDesign or other similar design packages  
Ability to use negotiation skills and to facilitate open discussion with individuals and groups
# PERSON SPECIFICATION

<table>
<thead>
<tr>
<th>Experience</th>
<th>Essential / Desirable</th>
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<tbody>
<tr>
<td>Liaison and collaboration with a range of stakeholders</td>
<td>Essential</td>
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<tr>
<td>Minimum of two years general secretarial/office experience</td>
<td>Essential</td>
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<td>Experience of maintaining electronic and paper based records accurately</td>
<td>Essential</td>
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<td>Experience of servicing committees, minute taking, agendas</td>
<td>Essential</td>
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<td>Experience of providing administrative services, preferably in a Library or IT environment</td>
<td>Desirable</td>
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<td>Experience of involvement in projects</td>
<td>Desirable</td>
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<td>Using a Web Content Management System</td>
<td>Desirable</td>
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<td>Online travel booking tools</td>
<td>Desirable</td>
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<td>Experience of the editorial/publications process</td>
<td>Desirable</td>
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<td>Experience of organising workshops and presentations</td>
<td>Desirable</td>
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**Personal Attributes**

| Conveys positive attitude                                                 | Essential             |
| Personal credibility and integrity                                        | Essential             |
| Motivation towards customer service excellence and quality                | Essential             |
| Open to collaborative ways of working                                     | Essential             |
| Encouraging towards innovation and development                           | Essential             |
| Open communication style                                                  | Essential             |
| Sensitivity and empathy with users, colleagues and staff                  | Essential             |
| Pleasant telephone manner                                                 | Essential             |
THE DEPARTMENT

IT Services

Information Technology is fundamental to the teaching and research success of the University as well as 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, web site, 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.

Library Services

The Library offers a wide range of services and extensive collections to support the Teaching, Learning and Research of the University with a strong focus on customer service and continuous service improvement. With over 1400 study spaces we provide a wide range of study environments including quiet reading areas, flexible group study, specialist research areas, bookable group and individual rooms and PC classrooms. The University Library complex includes the JB Morrell Library, the Raymond Burton Library for Humanities Research, the Borthwick Institute for Archives and the Harry Fairhurst building on the Heslington West campus and is open 24 hours a day, 7 days a week, 362 days a year. We have a library available at the King’s Manor in the centre of York.
and we are responsible for running York Minster Library, under a partnership agreement with the Dean and Chapter. The Library stock includes around one million physical items in addition to over half a million e-books, and over thirteen thousand print and electronic journals and databases. The Library is responsible for the institutional repository which holds over 81 thousand items and is part of White Rose Research Online, run jointly with the Universities of Sheffield and Leeds.

Our Help Desk offers support in person and virtually for library and IT queries, and through collaborative arrangements with the US we are able to offer access to library enquiry services 24/7. We value our relationships with the students, staff and researchers of the University and our Relationship Management Team provide a focus for this engagement, alongside development of digital literacy skills for all. We work closely with colleagues in IT Services to ensure successful take up of software such as Google Apps.

With the increasing move towards digital information, we have invested in “York Digital Library” (YODL) which is an online repository for multimedia resources at the University of York. It provides access to over 69,000 resources, which include images, past exam papers and Masters theses. Working closely with the Archives team, the Library has become involved in prestigious digitisation projects funded by national and international bodies such as the Wellcome Trust and Mellon Foundation.

The Borthwick Institute for Archives

The Borthwick is one of the biggest archive repositories outside London. Founded in 1953, we have collected archives from all around the world, from the 12th century to the present day. Our users include academic researchers and a large number of public visitors, and our staff contribute to academic teaching in many departments across the University. Our holdings include the archive of the archbishops of York from 1225, hospital archives, political archives, business archives, family archives, archives of living writers for stage and screen, and a growing number of third sector organisations, such as Alcoholics Anonymous and the Yorkshire Wildlife Trust. Our media range from parchment, through rag-made paper to reel-to-reel tapes and digital files. We also provide records management, Freedom of Information and Data Protection services for 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](http://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 6366
- Complete the online application form

You will need to submit your completed application by midnight (GMT) on 19 February 2018.

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 becky.christou@york.ac.uk

If you have any questions about your application, contact the HR Services team:

recruitment@york.ac.uk

+44 (0)1904 324835