Undergraduate Office Administrative Assistant
Department of Chemistry

Closing date: 24 June 2018
Interview date: 17 July 2018
Vacancy reference: 6739
INTRODUCTION

A vacancy has arisen within the Chemistry Undergraduate Student Experience Team for the post of Undergraduate Office Administrative Assistant whose primary role is to act as first point of contact and provide routine administrative support to ensure the smooth running of the Undergraduate and Exams Offices and provide back-up for departmental reception duties. The role involves responding professionally to enquiries, providing administrative support to departmental committee meetings, inputting data and preparing documentation.

The role holder will join the Chemistry Undergraduate Student Experience Team (part of the wider Chemistry Administration team) which incorporates the activities of the existing admissions team, undergraduate office and the examinations office. These groups work under the direction of the Undergraduate Student Experience Manager with the objective of sharing best practice, improving efficiency and communication and improving the flexibility of team members to support each other in periods of high activity or staff absence and to ensure that particular expertise does not lie solely with just one individual.
Main purpose of the role
To act as the first point of contact and provide routine administrative support to ensure the smooth running of the Undergraduate Office and Exams Office and provide back-up for departmental reception duties to include handling of mail and signposting of visitors during receptionist absence (annual leave, lunch cover, any other absence that requires cover of reception).

Key responsibilities
(Role holders will be required to undertake some or all of the duties below)
Respond professionally to enquiries, received on the telephone, in person or electronically in the Undergraduate and Exams Office.

Provide administrative support to the Undergraduate Office and Exams Office including:

- Acting as first point of contact and responding to staff and student enquiries, giving straightforward advice and support and providing or seeking relevant documentation
- Preparing for new cohort of undergraduate students for example prepare badges and student files using pre-registered data and input supervisor details into E-vision. Obtaining and uploading tutorial timetables and groups on the VLE
- Carrying out undergraduate student filing including examination scripts (electronic and hard copy)
- Display and maintain information in the Student Common Room and College Noticeboards

Providing administrative support to departmental committees including Board of Studies, Department Teaching Committee (DTC), Staff Student Forum (SSF); arranging room bookings and layouts and assisting with the preparation of agendas, and circulating minutes

Organising refreshments for DTC, SSF and Year 1 Revision Sessions and assisting with the Year 1 'Happening' event.

Assisting in the preparation & production of a wide range of Undergraduate office and Exams office documentation using different electronic and paper based media and processing documentation, monitoring and logging on appropriate spreadsheets and databases, including:

- Board of Studies meetings - upkeep of the Membership list as directed; List 'Matters to Report' for each meeting
- Process student assessed hand-ins
- Student course changes including administration of the "Transfer Window"
- Student Leave of Absence, Withdrawals and Student Medical and self-certification absence
- Student Change of Option Choices
- Supervision meeting process, including production and distribution of forms

Inputting and extracting straightforward data and service-related information into and from databases and spreadsheets, and maintain an electronic and paper based filing system, e.g. Year Lists, course transfers, lists of students from the Student Enquiry Screen for hand-ins.

Making accurate and effective use of computerised office systems to create and revise documents, analyse data and communicate with colleagues and external customers including: SITS, VLE and CMS Web pages

Providing back-up cover for Receptionist during absence (eg annual leave, lunch breaks, training and any other absence)

- Any other duties that fall within the scope of the role as allocated by the line manager following consultation with the role holder
- Assist other administrative staff within the Undergraduate Student Experience Team with a variety of tasks as peak times and provide cover for administrative staff absence.
# PERSON SPECIFICATION

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<tr>
<th>Qualifications</th>
<th>Essential / Desirable</th>
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<td>A general education to include 5 GCSE passes at Grade C or above, or an equivalent educational qualification, or relevant experience</td>
<td>Essential</td>
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<tr>
<th>Knowledge</th>
<th>Essential / Desirable</th>
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<tr>
<td>Knowledge and understanding of the routine practices and procedures used in an administrative office</td>
<td>Essential</td>
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<td>Working knowledge of computer software such as Microsoft Word and Excel</td>
<td>Essential</td>
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<td>Knowledge of the Google Suite of Applications</td>
<td>Desirable</td>
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<th>Skills, abilities and competencies</th>
<th>Essential / Desirable</th>
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<tr>
<td>Ability to make efficient and effective use of standard office computer systems including word-processing and spreadsheets</td>
<td>Essential</td>
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<td>Ability to effectively organise and prioritise own work and follow procedures, in order to produce work to a high standard, to required deadlines</td>
<td>Essential</td>
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<td>Ability to work independently to solve a range of straightforward problems relating to administrative processes</td>
<td>Essential</td>
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<td>Ability to contribute to the preparation and production of information and promotional material</td>
<td>Essential</td>
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<td>Ability to input and extract data from databases and spreadsheets, and prepare standard reports</td>
<td>Essential</td>
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<td>Ability to administer a petty cash system and monitor income/ expenditure against a simple budget</td>
<td>Desirable</td>
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## PERSON SPECIFICATION

### Experience

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<td>Experience of working in an administrative role in a busy office within a large complex organisation</td>
<td>Essential</td>
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<td>Experience of taking an active part in a team, helping colleagues as required, to ensure tasks are completed on time and to required standards</td>
<td>Essential</td>
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<td>Experience of providing advice on administrative procedures to colleagues and external customers</td>
<td>Essential</td>
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<td>Experience of working within a front line customer service</td>
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### Personal attributes

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<td>Works as a member of a team</td>
<td>Essential</td>
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<td>Comfortable working flexibly, under pressure and to tight deadlines</td>
<td>Essential</td>
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<td>Adapts well to change and service improvements</td>
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<td>Respect Confidentiality</td>
<td>Essential</td>
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THE DEPARTMENT

The Chemistry Administration Team

The new Undergraduate Office Administrative Assistant will work within a student-focused undergraduate team (‘The Undergraduate Student Experience Team’) which incorporates the activities of the admissions team, undergraduate office and the examinations office. All three groups work under the direction of the Undergraduate Student Experience Manager with the objective of sharing best practice, improving efficiency and communication and improving the flexibility of team members to support each other in periods of high activity or staff absence and to ensure that particular expertise does not lie solely with just one individual.

Chemistry Administrative team members (including part-time and job-share) work together to support undergraduate and postgraduate admissions, teaching and assessment, research, human resources, operations and strategy, health and safety, finance and outreach activities.

The Department of Chemistry

The Department of Chemistry: [http://www.york.ac.uk/chemistry](http://www.york.ac.uk/chemistry) is one of the largest and most successful academic departments at York. The Department was placed in the top ten UK universities for Research Power by the 2014 Research Excellence Framework exercise (REF). Amongst our academic staff we have five Fellows of the Royal Society and many national and international prize winners, contributing to a dynamic and thriving department. The excellence of Chemistry at York was recognised in the 2018 Guardian League Table Guide, Complete University Guide and Times University League Tables where it achieved an outstanding 2nd and two 4th places, respectively.

The Department has nearly 60 academic staff (including teaching-only staff), more than 600 undergraduate students, approximately 160 graduate students (mainly studying for PhDs) and over 80 research associates and fellows. The Department has a group of coherent laboratories, recently extended and modernised, which provide an excellent environment for both teaching and research; £35M has been spent on new buildings and equipment in the last seven years.

Staff in the Department of Chemistry undertake research in a wide range of fields and there are particular strengths in analytical and archaeological science, atmospheric chemistry, chemical and structural biology, green chemistry, materials chemistry, metalloproteins, organometallic and catalytic chemistry, synthetic organic chemistry and time-resolved spectroscopy.

We have nearly 30 administrative staff (including those funded externally), as well as over 50 technical staff who provide assistance in the teaching and research laboratories and maintain the workshops (mechanical, glass and electronics) supporting these activities.
The degree programmes within the Department of Chemistry at the University of York are recognised nationally and internationally for the quality of their student experience, novel teaching methods and final outcomes. The undergraduate courses, which typically attract over 1100 applications for the ca 180 places, have a flexible modular structure with opportunities for specialisation in environmental, industrial and medicinal chemistry. There are three-year (BSc) and four-year (MChem) courses with opportunities for students to spend a year at one of a number of overseas universities or in industry. Students rated the Department with an overall satisfaction rating of 95% in the National Student Survey 2017. Central to York’s teaching is the college system. All Chemistry students belong to one of the eight teaching colleges which contain a number of tutors from different disciplines, one of whom is also the student’s pastoral supervisor. The college system provides the majority of the Department’s learning support through either tutorials (5 students per session) or workshops (whole college group, maximum 25 students). The Core undergraduate Chemistry programme is delivered through lecture courses comprising between 5 and 9 lectures. Although some core modules are themed, they are intended to be interdisciplinary and are not delivered as traditional sub-disciplines. Student teaching laboratory work is undertaken in the recently built chemistry F-block. In Years 1 and 2, students typically spend one whole day a week in the laboratory. MChem students in Year 3 undertake three advanced experiments in the Autumn Term and an open-ended group mini-project in the Spring Term, designed to act as preparation for final-year research projects. The Department offers a number of transferable skills courses throughout the programme covering topics such as ethics, presentation skills, team working, quantitative skills and mathematics.

The Gold Award from Athena SWAN: https://www.york.ac.uk/chemistry/ed/ for promoting women in science was won by the Department of Chemistry in 2007 and renewed in 2010 and 2015. This was the first Gold award made in this scheme. The Athena SWAN Charter recognises and celebrates good employment practice for women working in science, engineering and technology (SET) in higher education and research. The case studies on our Equality and Diversity website: https://www.york.ac.uk/chemistry/ed/fam-friendly-work/ illustrate the variety of working arrangements of staff which are supported by the Department.

The Department of Chemistry operates a set of family-friendly practices. Staff working patterns are flexible and a formal Flexitime system is also in operation. The Department has
THE DEPARTMENT

developed a maternity and paternity leave procedure to help provide support for staff and the University has a nursery http://www.york.ac.uk/univ/nursery/ and a Child Care voucher scheme.

The Department provides support for all categories of staff in their applications for promotion, role reviews, awards, prizes and rewarding excellence nominations. Staff are encouraged to attend training events and take up opportunities for professional development including those offered by the award-winning University Learning and Development Team: http://www.york.ac.uk/admin/hr/training/. The Department strives to address diversity inequalities to ensure that there is a culture that supports equality and encourages better representation throughout the Department. Support for all staff at all stages of their career is recognised as being extremely important; individuals will be allocated a specific mentor to help support them in future career development. Social events are also held regularly for members of staff.

Opportunities for employment for partners exist across the University, Science City York or within the City of York. The Department recognises that employment for partners can be an issue for new employees and will be understanding if you raise this and will do its best to help.

The Department is committed to establishing a culture of environmental good practice and all staff are asked to go about their duties in a resource efficient way and minimise impacts to the environment wherever possible.

The University has recently invested heavily in Chemistry. The Dorothy Hodgkin Building was completed in two phases. The first, housing Analytical Science and Synthetic Chemistry, opened in 2005, while the second phase housing catalytic, materials and synthetic chemistry was completed in 2012. The department is exceptionally well equipped for NMR spectroscopy and departmental instruments are housed in a purpose-built building opened in 2006, while the Wellcome-Wolfson-funded Centre for Hyperpolarisation in Magnetic Resonance (CHyM) was completed in October 2012. The Wolfson Atmospheric Chemistry Laboratories were opened in 2013 and are currently being extended (2018), while most recently, a two-storey building housing new teaching and research laboratories (to house Green Chemistry) and offices was completed in March 2014. The department has recently secured funding from the Wellcome Trust, the Wolfson Foundation, a generous alumnus and the university to acquire a 200 kV cryo-electron microscope and a building in which to house it. Construction and installation are anticipated in 2018.
THE UNIVERSITY

Founded on principles of excellence, equality and opportunity for all, the University of York opened in 1963 with just 230 students. In 2018 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 are ranked 16th in the Times & Sunday Times league table (2017). 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.

A place where we can ALL be ourselves #EqualityatYork
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 is committed to promoting a diverse and inclusive community - a place where we can all be ourselves and succeed on merit. We offer a range of family friendly, inclusive employment policies, flexible working arrangements, staff engagement forums, campus facilities and services to support staff from different backgrounds.

For further information please visit our employee benefit pages.
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 6739
- Complete the online application form

You will need to submit your completed application by midnight (local UK time) on 24 June 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 katrina.sayer@york.ac.uk or Tel: +44 (0) 1904 322545

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

recruitment@york.ac.uk
+44 (0)1904 324835