Receptionist/Administrative Assistant
Department of Mathematics

Closing date: 2 August 2018
Interview date: To be confirmed
Vacancy reference: 6872
INTRODUCTION

The Department of Mathematics is seeking to appoint a Receptionist/Administrative Assistant. This is a key role within the professional support team, providing a high quality service to students, staff and external visitors to the department, and taking on certain responsibilities associated with routine work in order to ensure the smooth running of a busy department. The role is offered on a part-time basis (0.6 FTE) and will be term time only.
Main purpose of the role
The main purpose of the role is to provide front-of-house support to the Department, which includes welcoming visitors, answering queries, and supporting staff and students. The post holder is expected to work as part of the professional support team in the Department, contributing to the smooth running of the Departmental Office.

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, and provide a reception and hospitality service
- Provide straightforward advice and support to, or seek information from, departmental/service staff and external customers
- Arrange room bookings for meetings, seminars, interviews and any other events organised within the department.
- Submit maintenance requests for the department, as required.
- To assist with the general running of the office e.g. stationery ordering, post distribution, photocopying, filing
- Provide administrative support to departmental committees and meetings by preparing agendas and taking, transcribing and circulating minutes
- Assist in the preparation & production of a wide range of department/service documentation using different electronic and paper based media e.g. handbooks, interview packs and the distribution of lecture materials
- Input & extract straightforward data and service-related information using databases, and spreadsheets, and maintain an electronic and paper-based filing system
- Receive service-related payments and administer ordering processes, raising orders for goods, to be authorised by a more senior colleague
- Make accurate and effective use of computerised office systems to create and revise documents, analyse data and communicate with colleagues and students
- Provide administrative support to the Exams and Assessments Administrator
- Assist the Undergraduate Administrator with work such as facilitating seminar group moves and obtaining and processing module feedback
- Coordinate the collection and distribution of student assignments
- Process and record Tier 4 student attendance
- Assist other members of the administrative team with preparation for events, conferences and workshops
- Any other duties that fall within the scope of the role as allocated by the line manager following consultation with the role holder

JOB DESCRIPTION
At a glance
Salary £18,263 - £21,585 (reduced for part time working)
Hours of work 22.2 Hours a week (FTE 0.6)
Term time only
Contract type Open Contract
Based at Heslington Campus West
## PERSON SPECIFICATION

<table>
<thead>
<tr>
<th>Qualifications</th>
<th>Essential / Desirable</th>
</tr>
</thead>
<tbody>
<tr>
<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>
</tr>
</tbody>
</table>

### Knowledge

<table>
<thead>
<tr>
<th>Knowledge</th>
<th>Essential / Desirable</th>
</tr>
</thead>
<tbody>
<tr>
<td>Knowledge and understanding of the routine practices and procedures used in an administrative office</td>
<td>Essential</td>
</tr>
<tr>
<td>Working knowledge of computer software such as Microsoft Word and Excel</td>
<td>Essential</td>
</tr>
<tr>
<td>Knowledge of Google suite eg Drive and Docs</td>
<td>Desirable</td>
</tr>
</tbody>
</table>

### Skills, abilities and competencies

<table>
<thead>
<tr>
<th>Skills, abilities and competencies</th>
<th>Essential / Desirable</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ability to make efficient and effective use of standard office computer systems</td>
<td>Essential</td>
</tr>
<tr>
<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>
</tr>
<tr>
<td>Ability to work independently to solve a range of straightforward problems relating to administrative processes</td>
<td>Essential</td>
</tr>
<tr>
<td>Ability to contribute to the preparation and production of information and promotional material</td>
<td>Essential</td>
</tr>
<tr>
<td>Ability to input and extract data from databases and spreadsheets, and prepare standard reports</td>
<td>Essential</td>
</tr>
<tr>
<td>Excellent interpersonal and communication skills with the ability to communicate effectively to a wide range of people, orally and in writing</td>
<td>Essential</td>
</tr>
<tr>
<td>Ability to prepare agendas and take minutes</td>
<td>Essential</td>
</tr>
<tr>
<td>Ability to use University IT systems such as SITS and Evision</td>
<td>Desirable</td>
</tr>
</tbody>
</table>
## PERSON SPECIFICATION

<table>
<thead>
<tr>
<th>Experience</th>
<th>Essential / Desirable</th>
</tr>
</thead>
<tbody>
<tr>
<td>Experience of working in an administrative role in a busy office within a large complex organisation</td>
<td>Essential</td>
</tr>
<tr>
<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>
</tr>
<tr>
<td>Experience of providing advice on administrative procedures to colleagues and external customers</td>
<td>Essential</td>
</tr>
<tr>
<td>Experience of providing an excellent standard of customer service</td>
<td>Essential</td>
</tr>
<tr>
<td>Experience of working in an administrative role in Higher Education</td>
<td>Desirable</td>
</tr>
<tr>
<td>Experience of working in a student-facing environment</td>
<td>Desirable</td>
</tr>
</tbody>
</table>

### Personal attributes

| Works as a member of a team                                               | Essential             |
| Comfortable working flexibly, under pressure and to tight deadlines       | Essential             |
| Adapts well to change and service improvements                           | Essential             |
| A positive, proactive and professional attitude                          | Essential             |
Housed within this world-class University, the Department of Mathematics combines leading mathematical and interdisciplinary research with high quality undergraduate and postgraduate teaching.

The Department of Mathematics is a single integrated unit. In the 2014 REF 80% of our quality profile was judged as 4* or 3*, while in the 2017 National Student Survey it was the highest-rated in the Russell Group both overall and on various individual measures. The department is a registered supporter of the London Mathematical Society’s Good Practice Scheme and is committed to providing a working culture in which both staff and students can reach their full potential. Our recent Athena SWAN Bronze Award acknowledges good practice in the promotion of women’s careers in mathematics.

At present, there are 50 academic staff, 14 research staff and nine administrative staff. There are about 650 undergraduate students enrolled in the Department as single subject or combined honours students, across a variety of programmes. The Department is part of the Natural Sciences programme and launched a new programme in Actuarial Science in September 2016, in conjunction with The York Management School. There are also about 130 graduate students across five MSc programmes and a PhD programme.

Teaching is mainly by means of lectures, with small-group tutorials, seminars or problems classes supporting each module. Each student is assigned a supervisor responsible for overseeing the student’s academic progress and general welfare. A normal teaching load includes three modules of 18 lecture hours each, as well as tutorials and seminars over 3 teaching terms of 10 weeks each. In addition, all staff supervise student projects, some of which (for taught postgraduates) run over the summer months. Administrative responsibilities are shared across all members of the department, with those carrying high administrative loads usually having reduced teaching loads. The department’s teaching is the responsibility of the Board of Studies, which consists of all teaching members of staff together with student representatives. Academic staff time is roughly split as 40% research and 60% teaching and service, although new members of staff are given a reduced teaching and administration load for the first one or two years. In addition, the department has a scheme which enables all academic staff to apply for sabbatical leave.

Mathematics Research at York

The principal research areas in the department are Algebra, Geometry and Analysis, Mathematical Finance and Stochastic Analysis, Mathematical Biology and Chemistry, Mathematical Physics, Number Theory, and Statistics and Probability.
Staff in the department are involved in many national and international collaborations, including interdisciplinary activity. This is strengthened by the Department’s involvement in YCCSA (York Centre for Complex Systems Analysis) [http://www.york.ac.uk/res/yccsa/](http://www.york.ac.uk/res/yccsa/). The Department has research links with Biology (including three joint appointments), Computer Science, Chemistry, Economics, Management and Physics, and runs a joint taught MSc in Financial Engineering with the Department of Economics and Related Studies.

Research groups run their own seminar series with visiting speakers. All members of academic staff are expected and encouraged to attract funding to support their research activities and to supervise graduate students.
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.
THE UNIVERSITY

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 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 6872
- Complete the online application form

You will need to submit your completed application by midnight (local UK time) on 2 August 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 Heather Cork, Student Administration Manager: telephone 01904 32 2708 or email heather.cork@york.ac.uk

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

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