Administrator/Receptionist
Department of Language and Linguistic Science

Closing date: 21 September 2018
Interview date: TBC
Vacancy reference: 7006
This role supports the activities of Language & Linguistic Science, supervised by our Administrative Manager. As Administrator/Receptionist, you will provide the first point of contact for students and visitors and deliver wide ranging administrative support to the Department.
Main purpose of the role

To carry out routine, established administrative processes in order to facilitate the smooth running of an administrative service to the Department of Language & Linguistic Science.

Key responsibilities

- 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 staff, students and external customers
- Input and extract data and management information using databases, and spreadsheets, and maintain an electronic and paper based filing system
- Make accurate and effective use of computerised office systems to create and revise documents, analyse data and communicate with colleagues, students and external customers
- Assist in the production of a wide range of departmental documentation using different electronic and paper based media. Assist in the preparation of promotional materials.
- Receive payments and administer a petty cash system; administer ordering processes, raising orders for goods; process invoices and expense claim forms - to be authorised by a more senior colleague.
- Arrange internal and external meetings and make travel and accommodation arrangements. Provide support for departmental events and conferences
- Provide administrative support to departmental meetings by preparing agendas and taking, transcribing and circulating notes of meetings
- Any other duties that fall within the scope of the role as allocated by the line manager following consultation with the role holder.
## PERSON SPECIFICATION

### Qualifications

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<tr>
<th>Essential / Desirable</th>
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<tr>
<td><strong>A general education to include 5 GCSE passes at Grade C or above, or an equivalent educational qualification, or relevant experience</strong></td>
<td>Essential</td>
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<td><strong>IT qualifications, or relevant experience</strong></td>
<td>Essential</td>
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### Knowledge

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<tr>
<td><strong>Knowledge and understanding of the routine practices and procedures used in an administrative office</strong></td>
<td>Essential</td>
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<td><strong>Working knowledge of computer software including Microsoft Office</strong></td>
<td>Essential</td>
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<td><strong>Working knowledge of University IT systems, such as SITS</strong></td>
<td>Desirable</td>
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### Skills, abilities and competencies

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<tr>
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<tr>
<td><strong>Strong IT skills including word-processing and spreadsheets. Ability in technical problem-solving, supported by a senior administrator.</strong></td>
<td>Essential</td>
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<td><strong>Ability to update web pages and post items on social media</strong></td>
<td>Desirable</td>
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<td><strong>Ability to effectively organise and prioritise own work and follow procedures in order to produce work with a high level of accuracy to required deadlines</strong></td>
<td>Essential</td>
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<td><strong>Ability to work independently to solve a range of straightforward problems relating to administrative processes</strong></td>
<td>Essential</td>
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<td><strong>Ability to contribute to the preparation and production of information and promotional material</strong></td>
<td>Essential</td>
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<tr>
<td><strong>Ability to input and extract data from databases and spreadsheets, and prepare standard reports</strong></td>
<td>Essential</td>
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### Experience

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

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<td><strong>Strong interpersonal skills</strong></td>
<td>Essential</td>
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<td><strong>Works as a member of a team</strong></td>
<td>Essential</td>
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<td><strong>Comfortable working flexibly, under pressure and to tight deadlines</strong></td>
<td>Essential</td>
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<td><strong>Adapts well to change and service improvements</strong></td>
<td>Essential</td>
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<td><strong>Ability to deal with confidential matters</strong></td>
<td>Essential</td>
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THE DEPARTMENT

The Department of Language and Linguistic Science is one of the leading centres in the UK for teaching and research in linguistics; it is also committed to high quality teaching of foreign languages. The department has continued to be ranked among the top 10 of UK Linguistics departments in recent national surveys, such as the Times Good University Guide, which is based on research quality, entry standards and graduate prospects, and the Independent’s Complete University Guide, which is based on student satisfaction, research quality, entry standards and graduate prospects.

The Department offers undergraduate, Masters and doctoral programmes. It includes approximately 450 undergraduate and postgraduate students with c. 70 full-time and part-time teaching and research staff and 9 support staff. We offer 21 different BA programmes plus combined degree programmes with History, Literature, Mathematics and Philosophy. We offer 7 taught Masters programmes. Within the department, we also provide foreign language courses in fourteen languages to students, staff and members of the public through our Languages for All activities.

Further information about the department is available at: http://www.york.ac.uk/depts/lang/.
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.
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](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 7006
- Complete the online application form

You will need to submit your completed application by midnight (local UK time) on 21 September 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 Deborah Hines at Deborah.hines@york.ac.uk

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

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