Receptionist/Assistant Administrator
Department of English and Related Literature

Closing date: 8 October 2018
Interview date: To be confirmed
Vacancy reference: 7042
INTRODUCTION

The Department of English and Related Literature at York is looking for a Receptionist/Administrative Assistant, to cover a secondment. The principal role is to provide a high quality service to students, staff and external visitors to the department and to take on certain responsibilities associated with the routine work in order to ensure the smooth running of a busy department. Based in the Departmental Office, the role holder will be student facing and will report to the Undergraduate Administrator, liaising with our other administrators, the Departmental Manager and academic staff as necessary.
Main purpose of the role

The post holder will be one of the first points of contact for all visitors to the Departmental Office, students, staff and external visitors. The post holder is expected to work as part of the administrative team in the Department of English, contributing to the smooth running of the Departmental Office along with the postgraduate administrator and the undergraduate office manager.

Key responsibilities

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

- To be one of the first points of contact for students, staff and visitors to the departmental office, responding professionally to all enquiries, answering or redirecting them as required.
- To monitor stocks and re-order stationery, office supplies and books as required using a web-based ordering system.
- To assist the departmental manager in organising departmental committees including the preparation and distribution of agendas and the transcribing and circulation of minutes.
- To assist with monitoring student attendance and absence.
- To deal with incoming and outgoing correspondence.
- To assist with the organisation and booking of departmental events including making internal and external bookings and ordering catering as required.
- To make accurate and effective use of computerised office systems to create and revise documents, analyse data and communicate with colleagues and students.
- To assist the assessment administrator in checking long lists of marks entered onto computer based systems.
- To input and extract straightforward data using databases and spreadsheets, and maintain electronic and paper based filing systems.
- To use internal email distribution lists and contact lists to circulate information as required.
- To prepare and distribute supervisory and teaching attendance lists.
- To distribute and collate report forms and student questionnaires as required.
- To make room bookings as required on behalf of staff, using a web based system.
- Any other duties commensurate with the grade, as requested by your supervisor or academic staff.
# PERSON SPECIFICATION

## Qualifications

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

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<tr>
<th>Essential</th>
<th>Knowledge and understanding of the routine practices and procedures used in an administrative office</th>
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<tr>
<td>Desirable</td>
<td>Working knowledge of computer software such as Microsoft Word and Excel</td>
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<td>Knowledge of Google Drive and Google docs</td>
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## Skills, abilities and competencies

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<tr>
<th>Essential</th>
<th>Ability to make efficient and effective use of standard office computer systems including word-processing and spreadsheets</th>
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<tr>
<td>Essential</td>
<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>
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<td>Essential</td>
<td>Ability to work independently to solve a range of straightforward problems relating to administrative processes</td>
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<td>Essential</td>
<td>Ability to contribute to the preparation and production of information and promotional material</td>
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<tr>
<td>Essential</td>
<td>Ability to input and extract data from databases and spreadsheets, and prepare standard reports</td>
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- **Essential** indicates requirements that must be met.
- **Desirable** indicates desirable but not essential requirements.
## PERSON SPECIFICATION

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<th>Experience</th>
<th>Essential / Desirable</th>
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<tr>
<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>
<td>Essential</td>
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<td>Experience of working in an administrative role in Higher Education</td>
<td>Desirable</td>
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### Personal attributes

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<th>Personal attributes</th>
<th>Essential</th>
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<tr>
<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>
<td>Essential</td>
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The Department of English and Related Literature is one of the strongest English Departments in the UK. In the 2014 Research Assessment Exercise it was ranked as one of the top English Departments in the country. It was rated Gold in the recent Teaching Excellence Framework.

The Department’s programmes cover the whole range of literature in English from Britain, Ireland, the United States, and post-colonial countries. With over forty members of staff, it is one of the largest and most active English departments in the country. Among the staff are a number from other countries, contributing to the international quality of the Department.

We have over a 1000 students, 43 members of academic staff and 7 administrative staff. The current Head of Department is Professor Helen Smith and we are housed in Derwent College, one of the original colleges of the University, situated near Heslington Hall.
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.
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 7042
- Complete the online application form

You will need to submit your completed application by midnight (local UK time) on 8 October 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 cathy.moore@york.ac.uk or

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

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