Administrator and PA
Marketing, External Relations

Closing date: 4 November 2018
Interview date: 23 November 2018
Vacancy reference: 7073
INTRODUCTION

This is a new part-time role to support the growing Marketing team. The role will be managed by the Marketing Operations Admin Manager and will support the Director and broader team.
Main purpose of the role

The post holder will play a key role in supporting the varied activities of the Marketing team and will serve as the PA to the Director.

Key responsibilities

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

- Act as PA and manage the diary for the Director of Marketing; acting as the main point of contact, arranging internal and external meetings and making travel/accommodation arrangements

Under the supervision of the Marketing Operations Admin Manager:

- Apply a good working knowledge of departmental/service administrative systems to answer queries and resolve problems from colleagues and external customers
- Contribute to the development of office administrative systems, carrying out administrative processes and ensuring controls are in place to ensure accuracy and timeliness
- Analyse, manipulate and interpret information in order to compile detailed summary reports and communications
- Provide effective and efficient administrative/secretarial support to the Marketing management team, including the co-ordination of diaries, arranging and servicing meetings, filtering enquiries, drafting and preparation of documentation and organisation of travel/events for the Marketing team
- Produce departmental/service-related documentation using different media, e.g., newsletters, promotional literature, induction and welcome packs, conference presentations, etc.
- Assist in organising all aspects of meetings, events, workshops, and other events
- Monitor income/expenditure against a service-related budget
- Maintain Marketing’s wiki spaces and update content as required
- Assist in the preparation of relevant department/service documentation and processes, ensuring the timely dissemination of information to the appropriate people
- Process invoices and orders, making effective use of departmental/university financial administrative process as required
- Add and manage content on University internal communications systems for example digital screens
- Provide support to the Departmental Computing Officer (DCO) to manage licences and computing equipment
- Organise the distribution of print marketing to target audiences when required

The above list of duties is not exhaustive and is subject to change. The post holder may be required to undertake others duties within the scope and grading of the post.

JOB DESCRIPTION

At a glance

<table>
<thead>
<tr>
<th>Salary</th>
<th>Grade 4—£21,414 a year (reduced pro-rata)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hours of work</td>
<td>Part-time—12 hours a week (32% FTE)</td>
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<td>Contract type</td>
<td>Fixed-term—24 months</td>
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<th>Qualifications</th>
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<td>A general education to include 5 GCSE passes at Grade C or above (including Maths and English), or an equivalent educational qualification, or relevant experience</td>
<td>Essential</td>
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**Knowledge**

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<tr>
<td>Thorough knowledge of administrative procedures and processes used in a busy office within a large complex organisation</td>
<td>Essential</td>
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<tr>
<td>Knowledge of office accounting processes</td>
<td>Essential</td>
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<tr>
<td>Knowledge of a full range of Google Apps (docs, sheets and slides) and MS office applications (particularly Word, Excel, PowerPoint)</td>
<td>Essential</td>
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**Skills, abilities and competencies**

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<td>Strong IT skills, with the ability to use Google Apps (docs, sheets and slides), web and wiki editing tools, Microsoft Office plus the ability to learn new tools used by the team such as Asana for task and project management</td>
<td>Essential</td>
</tr>
<tr>
<td>Ability to identify, purchase, install and maintain IT equipment and department-specific licences</td>
<td>Desirable</td>
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<tr>
<td>Ability to provide training and support to colleagues with regard to the use of IT</td>
<td>Desirable</td>
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<tr>
<td>Ability to communicate effectively with a wide range of people, orally and in writing</td>
<td>Essential</td>
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<tr>
<td>Numeracy &amp; literacy skills with the ability to monitor expenditure against a financial account/budget and</td>
<td>Essential</td>
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<tr>
<td>Competent in the design and production of a range of information and promotional documentation and</td>
<td>Desirable</td>
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<tr>
<td>Ability to prepare agendas and take and transcribe minutes</td>
<td>Essential</td>
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<tr>
<td>Competent in diary management, with the ability to plan and organise meetings, small scale events and workshops</td>
<td>Essential</td>
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<tr>
<td>Ability to monitor income and expenditure against a budget, and maintain accurate records</td>
<td>Essential</td>
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<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>
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**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>
</tr>
<tr>
<td>Experience of analysing data and presenting summary information in a clear and concise format</td>
<td>Desirable</td>
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<tr>
<td>Experience of organising events &amp; meetings</td>
<td>Essential</td>
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<tr>
<td>Experience of providing an excellent standard of customer service</td>
<td>Essential</td>
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**Personal attributes**

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<td>Able to work as a member of a team</td>
<td>Essential</td>
</tr>
<tr>
<td>Able to work flexibly, under pressure and to tight deadlines</td>
<td>Essential</td>
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Bringing together a wide range of knowledge and expertise, the Marketing department has responsibility for brand, identity, content, communications, design and digital at York. The team provides agile, responsive and professional support to departments across the University in order to maintain and strengthen the University’s reputation across the globe.

Working across five key workstreams: brand, research profile, student recruitment, student experience and staff engagement, the team work in partnership with University colleagues to provide ‘best in class’ marketing solutions and services to achieve institutional and departmental objectives.
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 7073
- Complete the online application form

You will need to submit your completed application by midnight (local UK time) on 4 November 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 Alison Kerwin (alison.kerwin@york.ac.uk)

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

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