Administrative Assistant
Department of Theatre, Film and Television

Closing date: 9 December 2018
Interview date: 8 January 2019
Vacancy reference: 7188
INTRODUCTION

We are seeking an administrative assistant to support the Student Services Team in a diverse and busy academic department. Taking an active part in a team, helping colleagues as required, ensuring tasks are completed on time and to required standards in relation to UG and PG student administration.
Main purpose of the role

The postholder’s primary responsibility is to provide administrative support for the department’s Student Services Team in order to facilitate the smooth running of undergraduate and postgraduate administration. The postholder will assist with the smooth running of all processes and procedures in line with departmental and university policy.

Key responsibilities

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

The tasks are spread across all student administration and covers a broad range of areas of work including the administrative support of:

- Admissions, open days, interview and visit days
- Student handbooks and other departmental documentation
- Student supervision and Tier 4 visa students
- Student attendance
- Assessments
- Disabilities
- Student Feedback
- Graduation
- Student enrolment and records
- Marketing and website
- Meetings

Working predominantly with the departmental Student Services Team, you will:

- Respond professionally to departmental enquiries, received on the telephone, in person or electronically;
- Provide straightforward advice and support to, or seek information from, students, departmental staff, university staff and external customers;
- Provide administrative support to departmental committees and meetings by preparing agendas and taking, transcribing and circulating minutes;
- Assist with the preparation of student events - university open days, departmental interview and visit days, departmental tours and graduation;
- Assist with the collation/organisation of assessments, marking, moderation and issuing of results;
- Assist in the archiving of student assessments and associated documentation;
- Assist with the student feedback process, collating the returns and inputting the data into an Excel spreadsheet;
- Assist with the recruitment of student representatives to sit on departmental committees as required in conjunction with YUSU;
- Assist with the student absence monitoring process;
- Assist with updating the disabilities spreadsheet and filing of reports in conjunction with the departmental Disability Representative;
- Assist with reception duties on an ad hoc basis: welcoming visitors and providing information to staff, students, commercial clients and members of the public.
- Assist in the preparation & production student handbooks using different electronic and paper based media;
- Input & extract straightforward data and service-related information using databases, and spreadsheets, and maintain an electronic and paper based filing system;
JOB DESCRIPTION

- Make accurate and effective use of computerised office systems to create and revise documents, analyse data and communicate with colleagues and external customers;

- 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**

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<tr>
<th>Qualifications</th>
<th>Essential / Desirable</th>
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<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>
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**Knowledge**

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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 and understanding of University processes.</td>
<td>Desirable</td>
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<td>Knowledge of using University of York information systems – SITS, Student Enquiry Screen, e-Vision, Planon etc. although training will be provided.</td>
<td>Desirable</td>
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**Skills, abilities and competencies**

| Ability to make efficient and effective use of standard office computer systems including word-processing and spreadsheets | Essential             |
| Ability to effectively organise and prioritise own work and follow procedures, in order to produce work to a high standard, to required deadlines | Essential             |
| Ability to work independently to solve a range of straightforward problems relating to administrative processes | Essential             |
| Ability to contribute to the preparation and production of information and promotional material | Essential             |
| Ability to input and extract data from databases and spreadsheets, and prepare standard reports | Essential             |
## PERSON SPECIFICATION

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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 student/customer focussed role.</td>
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<td>Previous experience of working in a student facing administrative role within a higher education environment, particularly in an academic department</td>
<td>Desirable</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>
<td>Essential</td>
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The Department of Theatre, Film and Television, established in 2006, is a highly innovative department, which brings together research, teaching and commercial activities in the fields of interactive media, film, television, and theatre. In September 2010, we moved into our new building, which has superb industry standard facilities for both production/postproduction and academic study. We currently have 31 academic staff, 20 professional support staff, as well as various staff attached to specific externally funded projects. We are still expanding rapidly, recruiting new staff, taking on new students and developing new degree programmes and research priorities. The academic staff include both leading scholars and award-winning industry professionals. There are currently some 595 students, with plans to expand with a new undergraduate degree and reshaping of our postgraduate degrees. The Department currently offers three undergraduate degrees, including the BSc in Interactive Media degree, and four taught postgraduate degrees, with further programmes under development, and has a thriving PhD programme bringing together students from across the department’s constituent disciplines, with several working on practice-based projects. For full details, see the departmental website at http://www.york.ac.uk/tftv/.

The Department’s award-winning building is designed to professional specifications and is one of the best-equipped facilities of its type in the UK. Its theatre facilities include: a superbly equipped 200-seat scenic stage theatre (based on the Sheffield Crucible), a 120-seat black box theatre, two large rehearsal rooms which are equipped with lighting rigs and can therefore also function as performance spaces, workshops where full sets can be constructed, a suite of well-equipped dressing rooms, a laundry, and set and costume stores. The building also incorporates two television studios, post-production suites and recording studios, a 140-seat digital cinema with Dolby Digital surround sound as well as provision for satellite feeds (the cinema also doubles as a superbly equipped lecture theatre); and office space for staff and graduate students. The level of provision throughout the building is on a par with top commercial facilities and is among the best at any university in the UK.

Further information about the department is available at: http://www.york.ac.uk/tftv/
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 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 7188
- Complete the online application form

You will need to submit your completed application by midnight (local UK time) on 9 December 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 Anna Jones on anna.jones@york.ac.uk

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

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