Administrator: PA
Directorate of Estates & Campus Services

Closing date: 6 January 2019
Interview date: 21 January 2019
Vacancy reference: 7251
INTRODUCTION

The Directorate of Estates and Campus Services (DECS) is the largest of the University’s support departments and is responsible for the development and maintenance of the University estate. The Directorate is split into 3 main areas of service delivery which are: Estates Operations, Campus Services and Estates Development.

The postholder will work closely with the PA to the Director of Estates and Campus Services and will provide PA support to other Directors and members of the Senior Management Team.

Stephen Talboys,
Director of Estates and Campus Services
JOB DESCRIPTION

Main purpose of the role
To carry out a range of PA and administrative processes in order to facilitate the smooth running of the wider teams within DECS

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

- 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 Directors and senior colleagues, including the co-ordination of diaries, arranging and servicing meetings, filtering enquiries, drafting and preparation of documentation and organisation of travel/events

- Act as PA and manage the diary for the DECS Directors; typically acting as a point of contact, arranging internal and external meetings and making travel/accommodation arrangements

- Preparation and transcription of agendas and minutes

- Support confidential and sensitive meetings

- Produce departmental/service-related documentation using different media, eg, newsletters, promotional literature, induction and welcome packs, lecture materials, conference presentations, etc

- Assist in organising all aspects of key note visits, meetings events, workshops, and conferences

- Monitor income/expenditure against a service-related budget; manage and maintain a relational database(s)

- Maintain the department/service website/webpages and update content as required

- Assist in the preparation of relevant department/service documentation and processes, including timetable, assessments and examinations; ensure the timely dissemination of information to the appropriate people

- Process invoices and orders, making effective use of departmental/university financial administrative process as required

Any other duties that fall within the scope of the job, as allocated by the line manager following consultation with the post holder

At a glance

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<tr>
<th>Salary</th>
<th>£21,414—£24,771 a year</th>
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<tr>
<td>Hours of work</td>
<td>37 hours a week, full time however, applications for 29.6 hours a week (part time) will be considered.</td>
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<td>Contract type</td>
<td>Fixed term until 30 June 2019</td>
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<td>Based at</td>
<td>University Campus West</td>
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PERSON SPECIFICATION

Qualifications
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

Knowledge
Thorough knowledge of administrative procedures and processes used in a busy office within a large complex organisation
Knowledge of a full range of MS office applications particularly Word, Excel, Access, PowerPoint and on-line media

Skills, abilities and competencies
IT skills, with the ability to use Microsoft Office and Google Suites
Ability to communicate effectively with a wide range of people, orally and in writing
Numeracy & literacy skills with the ability to monitor expenditure against a financial account
Competent in the design and production of a range of information and promotional documentation and literature
Ability to prepare agendas and take & transcribe minutes
Competent in diary management, with the ability to plan and organise meetings, small scale events, workshops and conferences
Ability to monitor income and expenditure against a budget, and maintain accurate records
Ability to effectively organise and prioritise own work and follow procedures in order to produce work to a high standard, to required deadlines

Experience
Experience of working in an administrative role in a busy office within a large complex organisation
Experience of analysing data and presenting summary information in a clear and concise format
Experience of organising events & meetings
Experience of providing an excellent standard of customer service
Experience of handling confidential and sensitive workloads

Personal attributes
Able to work as a member of a team and in isolation when required
Able to work flexibly, under pressure and to tight deadlines
Enthusiastic, intuitive and discreet

Additional personal attributes
The Directorate of Estates and Campus Services (DECS) has developed a set of core values that promote dignity and respect for all. All members of DECS are expected to adhere to these values and therefore the following personal attributes are essential. A full copy of our values can be found on our website: DECS values
Be honest, consistent and fair in all dealings with colleagues and be welcoming and inclusive to others.
Have strong team spirit and pride in your standard of work.
Value colleagues and support their commitment to behaviour that is consistent with DECS core values.
Our mission within the Directorate of Estates and Campus Services (DECS) is to create an excellent environment in which to learn, live and work.

Our role is ‘to provide services and facilities to the core business of the University and the wider University community’. We monitor service levels, ensuring that we deliver these safely, to a high quality, and in a timely manner to meet the University's operational needs.

DECS is split into three main areas of service delivery, each overseen by a Director:

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<th><strong>DEPARTMENT</strong></th>
<th><strong>Our mission within DECS</strong></th>
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<td><strong>Estates Operations</strong></td>
<td>Are responsible for providing a 'fit for purpose estate', ensuring:</td>
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<td>• well-planned operations and maintenance of the University’s Buildings and Grounds, whilst meeting environmental sustainability objectives;</td>
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<td>• the efficient provision of requisite infrastructure and of utility supplies;</td>
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<td>• that the University's Estate meets health, safety and other statutory compliance requirements.</td>
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<td><strong>Estates Development</strong></td>
<td>Leads the sustainable development of the campus:</td>
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<td>• setting out the vision, master plan framework, estate strategy and design standards for the campus;</td>
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<td>• forms and manages the programme of investment projects, including for new buildings, infrastructure and the refurbishment of existing assets to meet the university’s operational needs.</td>
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<td><strong>Campus Services</strong></td>
<td>Oversees a range of critical services to deliver a great experience for students, staff and hosted businesses:</td>
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<td>• ensuring the efficient allocation of University space through managing the University’s residential accommodation service, learning spaces (timetabling, room bookings and audio visual technology), space audit and space planning activity;</td>
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<td>• providing effective facilities services including cleaning, travel and mail room services;</td>
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<td>• leading highly-Engaging customer relationship teams, through operating a range of receptions, and the Facilities Helpdesk;</td>
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<td>• ensuring teams in business systems, marketing and communications, recruitment, training and general administration support the best possible</td>
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DECS is the largest of any of the University Departments and we appreciate that successful service delivery can only be realised through motivated staff. To this aim DECS has developed a set of core values that promote dignity and respect for all. All members of DECS are expected to adhere to these values. A full copy of the values can be found at: [DECS Values](#)

Finally DECS is developing a Quality Management System that will promote an environment that encourages continuous improvement. All members of DECS are encouraged to examine the services we deliver and look at ways of making them better and more efficient.
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](https://jobs.york.ac.uk)
- Find this job using reference 7251
- Complete the online application form

You will need to submit your completed application by midnight (GMT) on 6 January 2019

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 Sarah Couttie-Cunningham via email at sarah.couttie-cunningham@york.ac.uk

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

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