Administrator (Professional Support)

Department: International Pathway College

Hours of work: Full Time / 37 hours a week

Contract type: Open

Salary: £21,414 – £24,771 a year
Introduction

The University opened the International Pathway College (‘IPC’) in 2016, providing new routes for international students to access the transformational higher education programmes offered by the University of York. The IPC offers high quality programmes designed, academically led, taught and managed by the University.

As an Administrator with the IPC, you can look forward to joining a dynamic, professional and friendly team who work in partnership with colleagues across the University. Reporting to the Departmental Manager of the IPC, you will help to support and adapt existing administrative processes to ensure that we provide a seamless and equitable service to our staff and students within the IPC. There will be a particular focus on providing administrative support for our Pre-sessional programmes, as well as a range of administrative duties to enable the smooth day to day running of the department.

This is a busy and varied role and you will be expected to provide high levels of customer service. You will use a variety of IT systems, including SITS, E-vision, and the VLE (training will be provided), and will be required to maintain databases and spreadsheets. With the ability to work to tight deadlines, whilst maintaining accuracy and flexibility, you will require high levels of concentration and attention to detail.

Main purpose of the role

To carry out a varied range of administrative processes in order to facilitate the smooth running of the administrative service for the International Pathway College

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
- Manage stationery and printing supplies, post and the general office environment
- Provide effective and efficient administrative/secretarial support to senior colleagues, including the co-ordination of diaries, arranging and servicing meetings, filtering enquiries, drafting and preparation of documentation and organisation of travel/events
- Monitor the Pre-sessional enquiries email account, responding to queries effectively and liaising with Academic Departments and Admissions as required
- 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 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
## 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 (including Maths and English), or an equivalent educational qualification, or relevant experience</td>
<td>Essential</td>
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<tr>
<td>ECDL or other relevant IT qualification</td>
<td>Desirable</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>
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<td>Knowledge of a full range of MS office applications particularly Word, Excel, Access, PowerPoint and on-line media</td>
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<td>Knowledge and understanding of enrolment, student records, immigration processes and of relevant systems</td>
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<td>Knowledge and awareness of data protection issues</td>
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### Skills, abilities and competencies

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<tr>
<td>Strong IT skills, with the ability to use Microsoft Office, particularly Word, Excel, Access, PowerPoint, Google apps and the ability to create &amp; maintain web pages and online media</td>
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<td>Ability to communicate effectively with a wide range of people, orally and in writing</td>
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<td>Numeracy &amp; literacy skills with the ability to monitor expenditure against a financial account/budget and maintain a petty cash system</td>
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<td>Ability to solve basic problems by following set procedures, and to use initiative to resolve problems</td>
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<td>Ability to prepare agendas and take &amp; transcribe minutes</td>
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<td>Competent in diary management, with the ability to plan and organise meetings, small scale events, workshops and conferences</td>
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<td>Ability to gather and process information ad generate accurate data on request</td>
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<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>Ability to work to a very high degree of accuracy</td>
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<td>Competent in the design and production of a range of information and promotional documentation and literature</td>
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### Experience

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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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<tr>
<td>Experience of analysing data and presenting summary information in a clear and concise format</td>
<td>Essential</td>
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<td>Experience of providing an excellent standard of customer service</td>
<td>Essential</td>
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<td>Experience of dealing with confidential and sensitive information</td>
<td>Essential</td>
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<td>Experience of using SITs, E-vision and the VLE</td>
<td>Desirable</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>
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<td>Able to work flexibly, under pressure and to tight deadlines</td>
<td>Essential</td>
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<td>Able to adapt to change and service improvements</td>
<td>Essential</td>
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<td>Cultural awareness, sensitivity and empathy with students, colleagues and staff</td>
<td>Essential</td>
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<td>A commitment to the provision of excellent customer service</td>
<td>Essential</td>
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