Administrative Assistant

Department: Academic Support Office
Hours of work: Part time/29.60 hours (0.8fte)
Contract type: Fixed term of 2 years from date of appointment
Salary: Grade 4 – £21,814 - £23,067 a year (reduced pro rata for part time working)
Introduction

The Academic Support Office plays an important role in helping to ensure that the University maintains and develops its reputation for excellence in teaching and learning. The role forms part of the Academic Support Office’s administrative team, providing vital support which contributes to the effective operation and reputation of the office, and ensures a high standard of service quality. Members of the team each have specialist knowledge and responsibilities to support particular ASO teams or areas of work, whilst also spending a proportion of time contributing to the wider needs of the office.

Half of your time will be working with and supporting the three Faculty Learning Enhancement Project Managers (FLEPMs) in the Academic Support Office, who work across the ASO structure and with key colleagues such as the Faculty Associate Deans, the Faculty Operations Managers in the Registrar and Secretary’s team and the Faculty Employability Managers in Careers and Placements.

The remainder of the time is to support one of the FLEPMs, the Educational Adviser for Apprenticeships and the Apprenticeships Project Officer who are leading a workstream as part of the University’s strategic expansion of degree apprenticeship programmes. The University of York is undertaking an exciting transformation project to build the capability to deliver higher and degree apprenticeship programmes from 2020 onwards. This initiative will allow the University to develop strategic partnerships with local and regional employers, further develop its widening participation agenda, and provide high quality apprenticeship training across a range of occupations.

The Office is looking for a proactive and enthusiastic individual to provide high quality administrative support. Duties will include acting as first point of contact for enquiries, arranging meetings, setting up focus groups, workshops and other events, drafting correspondence and documentation, and developing and maintaining departmental documents, databases and web pages. Candidates should have excellent organisational, communication and interpersonal skills.

The post is line-managed by the Executive Assistant and Administration Manager.

Main purpose of the role

The post will provide vital administrative support which contributes to the effective operation and reputation of the Office, and ensures a high standard of service quality. The post will be line-managed by the Office Manager and will work the three Faculty Learning Enhancement Project Managers and the Educational Adviser for Apprenticeships and the Apprenticeships Project Officer, understanding their requirements, anticipating events and ensuring that administrative tasks are carried out efficiently and effectively.

The role holder’s work will involve a combination of specialist knowledge and responsibilities to support particular ASO teams or areas of work, with a proportion of time contributing to the wider needs of the office with work appropriate to the grade. This model enables the
role holders to contribute proactively to ASO teams, gaining ownership, depth of knowledge and responsibility for particular areas of work.

**Key responsibilities**

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

The main tasks will include:

- providing operational and administrative support for the Faculty Learning Enhancement Project Managers, the Educational Adviser for Apprenticeships and the Apprenticeships Project Officer, including:
- organising and setting up systems for storing data, transcripts (e.g. of focus groups, interviews) securely
- booking workshops and systems to hold and collate workshop evaluations
- Assist with the induction and training of interns
- Collate information on project themes from interns
- Assist with the preparation of surveys using Google forms
- Distribute and collate evaluation reports
- Set up Google Team drives for each project and managing resources and accesses.
- Assisting with calendar management
- Ensuring right to work checks when hiring casual staff are carried out and recorded;
- Booking travel and accommodation for staff;
- Collecting and summarising workshop evaluations and student feedback and producing evaluation data reports;
- Developing and maintaining departmental documents, databases such as for committee memberships, electronic filing, contact details, action plans, and ensuring that information is disseminated appropriately and on a timely basis;
- Developing and maintaining relevant sections of the ASO web pages, including teaching and learning resources for staff and study skills pages for students;
- Supporting other members of the Office. This may include: contributing pro-actively to the development of agendas, taking minutes, drafting correspondence and initiating/monitoring follow-up actions;
- Providing cover for other administrative staff as required;
- Performing other duties as may be required by the Office Manager or Head of ASO that are not included above, but which are nevertheless consistent with the role and grade

**Projects (to include Apprenticeships) specific work**

- organising meetings of the Special Interest Group, Integration Steering Group to include:
  - schedule meetings using Doodle polls and other means;
  - book rooms and catering;
  - organise the collation and distribution of materials and helping to ensure that information is disseminated appropriately and in a timely manner;
  - ensure that meetings run smoothly;
  - attend and minute meetings to ensure actions are captured.
assisting with follow-up activities e.g. data gathering and data analysis, circulation of minutes

- booking focus groups and interviews with students / staff; sending invitations; providing attendance documents;
- Ensure staff / interns running focus groups / interviews are provided with necessary documentation and equipment (e.g. ethical consent forms; documents with questions; recording equipment).
- Attend focus groups to help with transcription of answers.
- Recording attendance records for focus groups, SiGs and interviews
- Assist with setting up of project evaluation mechanisms
- responding professionally to enquiries received by the Project Office, received by telephone, in person or electronically;
- monitoring and maintaining generic emails accounts e.g. Together York;
- organising and maintaining the Integration Google Drive folders and files for the processes and resources and filing key documents efficiently;
- liaising with key stakeholders re: documentation, sharing resources;
- assisting with the maintenance of the Project Web pages, where appropriate;
- maintaining resources such as handbook/planner/webpages content
- assisting with key communication tasks including producing internal communications, such as digests, updates and newsletters;
- performing other duties as required by the Project Manager, Administration Manager or Head of ASO that are not included above, but which are nevertheless consistent with the role and grade
- Administration of casual workers including the engagement and processing of payment claims
## Person specification

<table>
<thead>
<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>E</td>
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<tr>
<td>ECDL or equivalent training in IT.</td>
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### Knowledge

- Knowledge and understanding of routine practices and procedures used in an administrative office. | E

### Microsoft/Google Office Packages

- E

### Skills, abilities and competencies

- A high standard of written and verbal communication skills. | E
- Able to use initiative to approach challenges with a positive outlook and suggest solutions. | E
- Able to work under pressure but still provide high quality work with attention to detail. | E
- Good documentation skills; able to keep accurate records. | E
- Able to work as part of a team and also independently. | E
- Consistent accuracy and attention to detail. | E
- Able to prioritise workload to meet deadlines, and to assist colleagues and senior staff in planning future work. | E
- Able to update web pages in CMS. | E
- Able to monitor and reflect on the quality of the services provided within own area of work, and to contribute pro-actively to service improvement. | E

### Experience

- Organising, capturing and summarising outcomes from meetings and workshops. | E
- Taking an active part in a team, helping colleagues as required to ensure that tasks are completed on time and to required standard. | E
- Implementing new and/or change administrative processes. | E
- Event organisation and organising travel arrangements. | E
- Training and/or coaching end users in new systems or processes. | D
| Experience of providing advice on administrative procedures to colleagues and external customers. | E |
| Experience of using CMS. | E |
| Personal attributes | |
| A positive and engaging approach to work and change in an evolving environment. | E |
| Sensitivity and empathy with students, colleagues and staff. | E |
| A proactive approach, able to solve problems and develop service improvements. | E |
| A team player who can appreciate the context of the work to ensure effective support. | E |
| Comfortable working flexibly and to tight deadlines. | E |
| An organised and methodical approach to tasks. | E |
| A commitment to service excellence, equality and diversity. | E |