### Administration Manager

<table>
<thead>
<tr>
<th><strong>Department:</strong></th>
<th>Various</th>
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<tbody>
<tr>
<td><strong>Hours of work:</strong></td>
<td>Full-Time / 37 hours a week</td>
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<tr>
<td><strong>Contract type:</strong></td>
<td>Open</td>
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<tr>
<td><strong>Salary:</strong></td>
<td>£33,309 to £40,927 a year / Grade 6</td>
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Main purpose of the role

Administration teams work in academic departments to deliver operational support to staff. This operational support comprises HR, facilities management, workload modelling, operational finance, PA support and all other support to enable research and teaching. Working under the leadership of the Deputy Head of Faculty Operations, the role holder will lead the administration team servicing one or more Departments. Working collaboratively with other staff inside and outside the Departments, they will be responsible for the provision of a highly professional, customer focused service that strives to support the academic endeavour of the Department in the best possible way.

Key responsibilities

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

1. Role Specific Responsibilities
   - Lead the administration team for one or more academic Departments
   - Be responsible for delivering a responsive, proactive and high-quality operational support service for the Department, encompassing HR (e.g. organising recruitment, probation, onboarding and offboarding, etc), facilities management, workload modelling, operational finance, PA support and all other general administration.
   - Work closely with the Deputy Head of Faculty Operations (DHFO), Student Services Manager and other key stakeholders both within the Department and across the wider faculty and University to identify and deliver projects to improve processes and procedures and make sure that operational support continues to be fit for purpose.

2. University of York Responsibilities for Grade 6

Service and Operational Delivery
   - Oversee a responsive and proactive support service to ensure service expectations are met.
   - Collect and analyse stakeholder feedback to help define needs and requirements and the design and planning of services.
   - Contribute to operational leadership teams and decision making to shape the nature and level of support services.
   - Implement changes to the design and development of a service.
   - Accountable for delivery of a service within a defined area or defined responsibilities.
   - Make effective use of digital solutions to carry out operational activity and implement efficiency improvements.
   - Depending on the role, may be required to act as operational line manager - setting, monitoring and overseeing the work of the team on a day to day basis

Continuous Improvement
   - Analyse service and operational delivery data and provide reports, making recommendations for improvement as appropriate.
   - Ensure the review and improvement of systems and procedures in line with University frameworks.
   - Review internal and external practice to identify opportunities for future improvements or efficiencies.
• Apply expertise to identify, understand and propose resolutions for issues or problems.
• Proactively identify opportunities for building personal knowledge and skills, and ensure training and development needs of the team are met.
• Deliver knowledge sharing on specialist defined processes across the broader team.

Specialist Contribution
• Provide advice to stakeholders in relation to complex policy, procedures and regulations.
• Provide specific technical advice to ensure compliance with legislation, statutory duties, etc.
• Provide specialist expertise and support with complexity of data and information sources, providing interpretation and analysis.
• Carry out in-depth, complex investigations or searches; interrogate the information and data to identify trends and patterns.
• Deliver training, teaching and/or development delivery for stakeholders.

Collaboration and Communication
• Establish, maintain and develop productive and ongoing relationships with University stakeholders to create ideas for tactical service or operational delivery development.
• Build relationships and networks internally and externally to build and update knowledge and skills.
• Use a range of digital media and tools to communicate with a diverse range of key stakeholders.
• Act as a supportive and encouraging member of a team. For roles at this level with supervisory responsibilities, demonstrate compassion and give advice on commonly occurring wellbeing issues.

Governance and Oversight
• Oversee activity to ensure all processes and transactions are delivered in line with regulatory and professional service and policy standards.
• Provide advice and training to stakeholders regarding compliance and regulations relating to the area of responsibility.
• Contribute to the creation or development of policy and procedures to take account of internal and external changes.
• Ensure activities and documents comply with internal University and external regulation, policy and procedures.

Planning and Organisation
• Plan, organise and prioritise the work of self and team members on a regular basis, taking into account operational needs and changing circumstances over the short to mid-term.
• Contribute to longer term strategic planning of the team’s work.
• Lead the delivery of projects to facilitate service operational change or play a role in University-wide projects.
# Person specification

<table>
<thead>
<tr>
<th>Role Specific</th>
<th>Essential / Desirable</th>
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<tbody>
<tr>
<td>Highly numerate, with an ability to interpret financial and other data, and decide on appropriate follow-on actions</td>
<td>Essential</td>
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<tr>
<td>Experience as a team leader in a higher education or other administrative context</td>
<td>Desirable</td>
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<tr>
<td>Experience with operational administration processes in the areas of HR, finance, PA support etc</td>
<td>Desirable</td>
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## Qualifications:

Level 3 qualification. (Qualifications at this level include A levels. Please [view the full list](#). We also welcome applicants with equivalent non-UK qualifications or equivalent professional experience.

## Skills - demonstrates the ability to:

- Lead projects                                                                 | Essential    |
- Gather, analyse, interpret and report complex data/information                | Essential    |
- Use digital technologies including Google applications and/or Microsoft Office | Essential    |
- Communicate effectively in verbal and written formats, including the use of a variety of digital tools | Essential    |

## Behaviours:

- Works collaboratively with others                                             | Essential    |
- Delivers a quality service                                                    | Essential    |
- Develops self and others                                                       | Essential    |
- Actively champions respect, inclusivity, equality and diversity                | Essential    |
- Identifies and implements continuous improvement                              | Essential    |