Administrator (General)

Department: Economics and Related Studies
Hours of work: Full-time, 37 hours a week
Contract type: Open
Salary: Grade 4, £23,487 - £26,341 a year
Introduction

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 Administration Manager, the role holder will join a team of administrators servicing one or more Departments. Working collaboratively with other staff inside and outside the Department, they will contribute towards the provision of a highly professional, customer focused service that strives to support the academic endeavour of the Department in the best possible way.

Main purpose of the role

To provide support to the operational administrative activities of an academic department/s.

Working under the Line Management of the Administration Manager, provide administrative support to enable a responsive, proactive and high-quality operational support service to staff.

As part of a departmental Administration Team, you will work collaboratively with academic and professional services colleagues both within the department, and in the wider Faculty / University.

Key responsibilities

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

1. Role Specific Responsibilities
   - Provide administrative support to a range of transactional and operational activities, including:
     - Transactional HR activities.
     - Transactional finance activities.
     - Support for facilities management, office allocations, IT equipment.
     - Support for event planning.
     - Support to departmental Committees as assigned.
     - Accurately maintaining a range of departmental records, in line with GDPR guidance.

2. University of York Responsibilities for Grade 4

Service and Operational Delivery

- Use initiative to resolve queries that generally have a readily available answer by reference to policy, past experience and/or where some discretion can be applied.
- Share knowledge with colleagues and others to enable effective service or operational delivery.
- Proactively anticipate, explore and respond to customer needs and, when appropriate, propose solutions to resolve service or operational issues.
- Provide guidance and advice to resolve problems and queries for a broad range of customers.
- Make effective use of digital solutions to carry out operational activity and highlight opportunities for further efficiencies.
- Provide effective administrative support to the wider department as required. This may include the coordination of diaries, arranging and servicing meetings, filtering enquiries, drafting and preparation of documentation and organisation of travel and events.
**Continuous Improvement**
- Contribute to the ongoing improvement, development and implementation of University processes and systems.
- Advise others and make recommendations into work processes and procedures for consideration by senior management to improve services.
- Proactively identify opportunities for building new personal knowledge and skills.

**Specialist Contribution**
- Act as a more knowledgeable team member to resolve non-standard or complex queries or advise when to escalate.
- Record data and information accurately
- Analyse, manipulate and interpret information/data and use it to produce reports for distribution to key stakeholders in the process or service.
- Carry out basic analysis and research to inform decision making.

**Collaboration and Communication**
- Work collaboratively, proactively and flexibly with team members to ensure the smooth running of service and operational delivery.
- Collaborate with team members to anticipate and implement service improvements or alterations.
- Proactively and reactively liaise with contacts and participate in networks and communities internally and possibly externally, contributing to effective collaborative working.
- Act as a supportive and encouraging member of a team, including contributing to the training and induction of colleagues or new staff.

**Governance and Oversight**
- Apply knowledge of procedures and policy to processes; check and reconcile anomalies within data and information.
- Monitor and evaluate service delivery to ensure compliance with regulatory and professional procedures and standards.
- Monitor data accuracy checks to identify anomalies and ensure the integrity of data and information.

**Planning and Organisation**
- Plan and organise own workload, including possible project delivery.
- Organise and schedule resources, activities and events.
- Identify priorities and monitor processes and activities to ensure success.
## Person specification

<table>
<thead>
<tr>
<th>Role Specific</th>
<th>Essential / Desirable</th>
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<tbody>
<tr>
<td>Previous experience of HR administration e.g. handing HR records, maintaining annual leave and sickness absence records, supporting recruitment</td>
<td>Desirable</td>
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<tr>
<td>Previous experience of financial administration e.g. processing expenses claims</td>
<td>Desirable</td>
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<tr>
<td>Previous experience of providing operational support to events for internal and external attendees</td>
<td>Desirable</td>
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<tr>
<td>Previous experience of providing administrative support to a committee, including minute taking</td>
<td>Desirable</td>
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<tr>
<td>Previous experience of maintaining a range of confidential records in line with GDPR guidance</td>
<td>Desirable</td>
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### University of York Person Specification for Grade 4

**Qualifications:**

- Level 2 qualification including Maths and English. (Qualifications at this level include five GCSEs at grade A*-C/ grade 4-9. Please view the full list). We also welcome applicants with equivalent non-uk qualifications or equivalent professional experience.

**Skills - demonstrates the ability to:**

- Accurately record, analyse, interpret and report information/data                                                                                                                                            | Essential             |
- Use digital technologies including Google applications and/or Microsoft Office                                                                                                                                  | Essential             |
- Communicate effectively in verbal and written formats                                                                                                                                                         | Essential             |
- Organise activities and resources                                                                                                                                                                             | 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             |