Faculty PA/Administrator

Department: Faculty of Sciences

Hours of work: Full time, job share and flexible working considered

Contract type: Open

Salary: £23,487 a year (reduced pro rata for part time working)
Introduction

The Faculty of Sciences are looking for a PA/Administrator to join the Faculty office. You will provide a professional administrative service, carrying out a range of duties in order to facilitate the smooth running of the Faculty of Sciences. You will also join a thriving PA network at the University of York and will be supported by a mentor throughout your role.

Main purpose of the role

You will provide high-level administrative support to the Associate Deans and the wider Faculty team. You will be the first point of contact, internally and externally, for all communications with the Faculty enabling a continuous and reliable service in a dynamic, outward facing environment. You will also service a range of meetings, ensuring efficient governance and timely action monitoring. You will also have the opportunity to be involved in a range of internal and externally facing events and activities.

You will have exceptional organisational skills, be highly adaptable and accustomed to re-prioritising your workload frequently to accommodate fluctuating and time critical demands with a willingness and ability to support the strategic management of the department. You will have a proven ability to build professional working relations with a wide variety of internal and external contacts and will therefore have exceptional communication skills. The role requires sensitivity and discretion. With excellent IT skills you will be accustomed to producing accurate work to strict deadlines with minimum supervision.

Key responsibilities

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

1. Role Specific Responsibilities
   - To act as the main point of contact, managing the diary and arranging internal and external meetings, arranging and servicing meetings, filtering enquiries, drafting and preparation of documentation and organisation of travel, accommodation and events.
   - To take minutes at a variety of meetings, ensuring accuracy and quick turn-around of minutes.
   - To produce documentation using different media e.g. reports, spreadsheets, electronic paper software, conference presentations etc.
   - To assist in organising all aspects of key note visits, meetings, events, workshops, and conferences.
   - To assist in the preparation of relevant documentation and processes particularly meeting papers and ensure dissemination of timely information to appropriate people.
   - To analyse, manipulate and interpret information in order to compile detailed summary reports and communications.
   - To apply a good working knowledge of the University and department’s processes to answer queries and resolve problems from colleagues and external customers.
   - To contribute to the development of office administrative systems, carrying out administrative processes and ensuring controls are in place to ensure accuracy and timeliness.
   - Any other duties that fall within the scope of the job, as allocated by the line manager following consultation with the post holder

The above list of duties is not exhaustive and is subject to change. The post holder may be required to undertake others duties within the scope and grading of the post.

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

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<tr>
<th>Role Specific</th>
<th>Essential / Desirable</th>
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<tr>
<td>Numeracy &amp; literacy skills with the ability to monitor expenditure against a financial account/budget.</td>
<td>Essential</td>
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<td>Experience of procurement and following financial regulations</td>
<td>Desirable</td>
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<td>Thorough knowledge of administrative procedures and processes used in a busy office within a large complex organisation</td>
<td>Desirable</td>
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<td>Comfortable in learning new software</td>
<td>Desirable</td>
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<td>Ability to use initiative when carrying out processes to make them as efficient as possible</td>
<td>Desirable</td>
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### 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. Essential

### 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