Executive Support Administrator

**Department:** Hull York Medical School

**Hours of work:** Full time, 37 hours per week

**Contract type:** Fixed term, 12 months

**Salary:** Grade 3, £21,686 - £23,487 per year
Introduction

Hull York Medical School is a collaboration between the Universities of Hull and York and the NHS. The School operates from both University campuses and within teaching hospitals and medical practices throughout the Yorkshire and Humber region. We deliver a range of programmes, including our undergraduate Medicine (MB BS) course and a number of postgraduate options. This is an exciting time to join our school, as we continue to grow our student numbers and the range of programmes that we offer.

The School’s Executive Office provides support to the Dean and School leadership team, co-ordinating the day-to-day business of the School with particular emphasis on staffing issues, policies, procedures and campus facilities. The Executive Office liaises with the University of Hull, University of York, NHS and other stakeholders as appropriate and provides an initial point of contact for internal and external collaborators and colleagues.

Applicants are expected to show a commitment to diversity, equality and inclusion, and work in line with the School’s values; everyone counts, pursuing excellence, socially responsible and collaborative. This includes undertaking mandatory equality and diversity training and adhering to the principles outlined in the UK Medical School's Charter on So-Called ‘Conversion Therapy’ and the British Medical Association (BMA) racial harassment charter for medical schools.

Main purpose of the role

The Executive Support Administrator is a varied and challenging role, providing a high-quality administrative service to members of the School’s leadership team. This role also supports the HR Co-ordinator and Executive Office Manager with routine team tasks including management of a shared inbox and resolving day to day estates queries. The Administrator will be responsible for undertaking a number of established processes, supported by other team members. The role will be based either at the University of York or Hull with occasional travel to the other site.

Key responsibilities

1. Role Specific Responsibilities

   • To provide an efficient administrative service to the members of the leadership team including diary management.
   • To lead on the upkeep of the office environment, for example taking responsibility for the distribution of post and ensuring adequate general stationary is available for staff use.
   • To ensure effective facilities services on campus sites, reporting issues and requirements to the campus’ Estates and Facilities departments efficiently and ensuring effective actions are taken.
   • To share management of the Exec Office’s shared inbox with the team’s existing Executive Support Administrator, categorising emails, providing straightforward advice and support to routine queries.
   • To provide administrative support to specific projects and annual / ongoing tasks such as monitoring staff appraisals and mandatory training compliance rates.
   • To support the HR Co-ordinator with onboarding for new staff, administering documentation and induction procedures.
   • To update some areas of identity management information in the relevant HYMS and University systems.
   • To provide administrative support to HYMS Committees, regular meetings and working groups as needed, collating and sending out papers, taking minutes of meetings and updating action summaries.
• To review team processes and procedures relevant to the role regularly, demonstrating a continuous improvement approach to the team’s remit.
• To undertake any other duties that fall within the scope of the role including supporting wider School activities such as assisting with student interviews and assessments under the guidance of the Student Recruitment and Admissions Team and the Assessments Team.

2. University of York Responsibilities for Grade 3

Service and Operational Delivery
• Produce accurate and timely work to set standards.
• Respond to and resolve queries that have a readily available answer with reference where necessary to guidance or policy.
• Engage with customers to ensure understanding of procedure or policy
• Refer unfamiliar situations and/or work not covered by standard procedures upwards or to a more experienced colleague.
• Engage with customers to explore their needs and use initiative to ensure service delivery meets their needs and report complaints or issues to enable timely resolution.
• Make effective use of digital solutions to carry out operational activity.

Continuous Improvement
• Highlight issues so that improvements and/or changes or new services can be developed.
• Contribute to the team’s consideration of improvements to the service provided.
• Proactively seek opportunities to improve personal knowledge and skills.

Specialist Contribution
• Resolve queries and requests for information and advice and escalate more specialist and complex queries or issues to more experienced team members.
• Solve day-to-day routine problem solving and source background information within the role.

Collaboration and Communication
• Work collaboratively, proactively and flexibly with team members to ensure the smooth running of service and operational delivery.
• Liaise with staff in other areas of the organisation to support service and operational delivery.
• Respond to routine enquiries/questions from customers via all channels utilised by the team.
• Provide demonstrations or explanations of commonly occurring procedures to colleagues and external customers

Governance and Oversight
• Apply procedures and policy and highlight any anomalies or issues.
• Compile, record, store and archive data and information to ensure the accuracy and safety of information.
• Record data and information accurately and provide reports as required to team members and more experienced staff.

Planning and Organisation
- Plan and organise own task delivery.
- Contribute to the planning of team activities over a short timeframe to ensure the smooth running and timeliness of service.
- Assist team members to organise, plan and prepare for events, meetings and activities.
## Person specification

<table>
<thead>
<tr>
<th>Role Specific</th>
<th>Essential / Desirable</th>
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<tbody>
<tr>
<td>Has knowledge and experience of working in an office environment covering a range of administrative tasks</td>
<td>Essential</td>
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<tr>
<td>Has experience of providing senior team members with administrative support including diary management</td>
<td>Desirable</td>
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<tr>
<td>Has a good track record of high-quality customer service</td>
<td>Essential</td>
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### University of York Person Specification for Grade 3

#### Qualifications:

Level 2 qualification (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 and report information/data  
- Use digital technologies including Google applications and/or Microsoft Office  
- Communicate effectively in verbal and written formats  
- Assist others to organise activities  

#### Behaviours:

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