Administrator

Department: York Law School
Hours of work: Full time | 37 hours per week
Contract type: Open
Salary: Grade 4 | £23,487 - £26,341 per year
Main purpose of the role

York Law School (YLS) is seeking an enthusiastic, experienced administrator to work as part of the undergraduate team.

Key responsibilities

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

1. Role Specific Responsibilities

- Provide excellent customer service to all stakeholders, answering queries and resolving problems regarding a range of University processes and systems
- Undertake a range of administrative duties, making certain that controls are in place to ensure accuracy and timeliness
- Contribute to the ongoing improvement and development of University processes and systems
- Become a confident user of specialist IT systems used by the team, undertaking training as required to ensure that skills are kept up to date
- Analyse, manipulate and interpret information/data and use it to produce reports and other communications. Examples may include. formal correspondence, procedural documents, newsletters, promotional literature, induction and welcome packs, lecture materials, conference presentations, etc
- Provide effective administrative support to colleagues, which may include the coordination of diaries, arranging and servicing meetings, filtering enquiries, drafting and preparation of documentation and organisation of travel and events
- Prepare communications and assist in sharing information in a timely and professional manner
- Work proactively as part of a team, including contributing to the training and induction of colleagues or new staff
- Work flexibly with others to deliver effective and efficient services and support
- Ensure all information and data is managed in line with the relevant University policies

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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<thead>
<tr>
<th>Role Specific</th>
<th>Essential / Desirable</th>
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<tbody>
<tr>
<td>Experience of working in a varied administrative role effectively balancing competing priorities</td>
<td>Essential</td>
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<tr>
<td>Experience of providing an excellent standard of customer service to a range of stakeholders</td>
<td>Essential</td>
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<td>Knowledge of SITS, E-Vision, VLE</td>
<td>Desirable</td>
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<td>A proactive approach and the ability to apply problem-solving skills</td>
<td>Essential</td>
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<td>Ability to prepare agendas and take &amp; transcribe minutes, plan and organise meetings</td>
<td>Essential</td>
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<tr>
<td>Able to work flexibly and accurately, under pressure and to tight deadlines</td>
<td>Essential</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.

### Skills - demonstrates the ability to:

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

### 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