Administrator

Department: English and Related Literature
Hours of work: Full-time, 37 hours per week
Contract type: Open
Salary: Grade 4, £23,487 - £26,341 a year
Main purpose of the role

The Department of English and Related Literature is one of the strongest English Departments in the UK. It was ranked 1st in the Russell Group for overall student satisfaction in the 2021 National Student Survey and is rated Gold in the Teaching Excellence Framework.

Located in the beautiful, historic city of York, the department has a richly interdisciplinary research culture, and a strong commitment to equality and diversity. We are housed in Derwent College, one of the original colleges of the University, situated near Heslington Hall. With over 1000 students and around fifty members of staff, York is one of the largest and most active English departments in the country. The current Head of Department is Professor Helen Smith.

Our undergraduate students study on our Single Honours degree programme in English, or one of our Combined Honours programmes run with the departments of History, Politics, Philosophy, Linguistics, and History of Art. We run or contribute to a total of twelve MA programmes ranging from Medieval Literatures and Languages to Modern and Contemporary Literature and Culture and have a thriving research student population.

We are seeking an administrator to join our friendly, professional support team, contributing to the high standards of the department by supporting students and academic staff and facilitating the teaching, learning and research that is carried out here. You will take a proactive approach, developing ways to support the Department’s activities and to enhance service provision for all our students. In particular you will provide administrative support in these key areas:

- Working with our Student Services Manager, you will assist with the administration of the Department’s undergraduate students, responding to student enquiries in our shared inbox.
- Working with our Administration manager you will assist with bookings for travel and placing orders for departmental purchases, using a variety of online systems. You will also assist with event management, booking rooms and organising catering as required.

Plans are currently underway across the University to expand departmental roles so that they offer Faculty based support across several departments, and you will use the skills acquired in the Department of English to enable you to offer support where needed.

You will be familiar with many IT software packages including Google Suite and MS Office applications, and ideally have experience of packages such as large-scale Student Record databases, online purchasing tools and web updating software, although full training and support will be given if you have not used these before. An enthusiastic team player, with a "can-do" attitude, you will be based mainly in the departmental office alongside the administrative team and will provide a high-quality service to students, staff, and visitors.

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
• Monitor income/expenditure against a budget; processing invoices and orders, in compliance with financial administrative processes and seeking to promote value for money
• 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
• Organise events and meetings on behalf of the team as required
• 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

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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<tbody>
<tr>
<td>Experience of working in a varied administrative role effectively balancing competing priorities</td>
<td>Essential</td>
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<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 and understanding of University Systems and Procedures</td>
<td>Desirable</td>
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<td>Experience of preparing agendas and taking minutes for meetings</td>
<td>Desirable</td>
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<tr>
<td>Qualified to A-level or equivalent</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
- 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