Administration Coordinator

**Department:** School of Arts & Creative Technologies (Departments of Music and Theatre, Film, Television & Interactive Media)

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

**Contract type:** Open

**Salary:** Grade 5, £26,341 - 32,344 per year
Main purpose of the role

The School of Arts and Creative Technologies (ACT) is the collaboration between the Departments of Music and the Department of Theatre, Film, Television and Interactive Media that brings contemporary, dynamic and creative disciplines together to inspire new areas for teaching, learning and research.

We are seeking an Administration Coordinator who will help the school deliver an outstanding experience to students, staff and external customers, develop best-in-class processes to aid efficient and effective administration. You will support students, staff and external visitors to ensure that all aspects of school life run smoothly. The role would suit a candidate with a positive ‘can-do’ attitude, who enjoys working with a wide range of people and is effective at improving processes.

Key responsibilities

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

1. Role Specific Responsibilities

   ● Supervise reception and temporary staff; i.e., allocate work and ensure that tasks are completed to objectives, quality and timeliness
   ● Manage and review administrative systems to support a wide range of school procedures and processes, to ensure they are fit for purpose and to maximise efficiency
   ● Act as a point of contact and provide detailed advice, guidance, training and resolving problems on school, faculty and university guidelines processes and procedures, to staff, students and external enquirers
   ● Co-ordinate the casual staffing for the school in conjunction with the Administration & Partnerships Manager and the Faculty Finance Assistant. This includes liaising with academic colleagues and other freelance tutors. Advising on rates of pay and Right to Work compliance. Keeping of accurate casual staffing records and overall spend. Ensure casual payments are made in a timely manner via Dashboard or by purchase order working with the Faculty Finance Assistant
   ● In conjunction with the Administration & Partnerships Manager, the GTA Coordinator and HR Services, coordinate the recruitment of Graduate Teaching Assistants from casual staffing to fixed-term employment contracts
   ● In conjunction with the Admin & Partnerships Manager and other key colleagues, assist with HR processes and record keeping and ensure compliance with legislation
   ● Maintenance and continual renewal of the School Staff Wiki. To also review and develop the existing structure where appropriate
   ● Create and maintain the School Google Groups and generic email addresses, updating and maintaining an accurate list on the Staff Wiki
   ● Maintenance of School web pages and update of content via the Content Management System (CMS)
   ● Provide cover for the PA to the School to support the Co-Heads of School and the Deputy Head of Faculty Operations where required.
   ● Servicing of school committees as appropriate. Notification of meetings to staff via email, preparation of agenda, taking of minutes at meetings, transcribing of minutes and circulation to staff and student representatives as appropriate
   ● Any other duties that fall within the scope of the job, as allocated by the line manager following consultation with the post holder

2. University of York Responsibilities for Grade 5
Service and Operational Delivery

● Undertake day to day decision making for operational aspects of service or delivery, within a designated area of responsibility.
● Deliver services to standards set by others, using initiative and independent action to meet service needs.
● Manage the resolution of escalated issues or queries where the answer requires consideration and application of judgement.
● Where appropriate, solicit customer views on the nature and quality of the service provided.
● Make effective use of digital solutions to carry out operational activity and implement efficiency improvements.
● Act as a supportive and encouraging member of a team. For roles at this level with supervisory responsibilities, demonstrate compassion and give advice on commonly occurring wellbeing issues.

Continuous Improvement

● Monitor and review service or operational delivery in conjunction with line manager, recommending / implementing improvements to process, service or governance.
● Contribute to and/or initiate the development and improvement of methods of service delivery.
● Research, analyse and interpret data/findings, using standard methodologies to identify opportunities for improvement. Where appropriate, independently identify and source additional information for consideration.
● Proactively identify opportunities for building new personal knowledge and skills for self and others.

Specialist Contribution

● Provide detailed advice to internal and external stakeholders on service-specific policies, procedures and regulations.
● Carry out investigations, searches and research information and data to identify trends and patterns.
● Analyse data and statistics and provide reports for higher level decision makers.
● Provide expertise to support compliance with legislation and statutory duties.

Collaboration and Communication

● Establish, maintain and develop productive and ongoing relationships with colleagues across the University, to support service delivery and issue resolution.
● Contribute to business meetings, working groups and committees to enable efficient service delivery and manage stakeholder expectations.
● Engage with external peers and specialists to exchange knowledge and information.
● Use a range of digital media and tools to communicate with a diverse range of key stakeholders.
● Collaborate with team members to identify and implement service improvements or alterations.

Governance and Oversight

● Implement and monitor recognised procedures to ensure compliance.
● Provide training to team members on procedure e.g. data handling and recording.
● Ensure accuracy by implementing recognised and routine checks, assessment criteria and techniques.

Planning and Organisation

● Plan and organise own workload (and, where applicable, the workload of team members) to manage short term fluctuations and changing priorities.
• Contribute to longer term plans/programmes of work.
• Plan and organise small scale projects.
## Person specification

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<tr>
<th>Role Specific</th>
<th>Essential / Desirable</th>
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<tbody>
<tr>
<td>A thorough understanding of the principles of service provision and office management within a large, complex organisation</td>
<td>Essential</td>
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<tr>
<td>Knowledge and experience of using a Content Management System to update web pages</td>
<td>Desirable</td>
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<tr>
<td>Ability to review procedures and processes, ensuring they are fit for purpose and maximise efficiency; make recommendations for improvements as identified and implement agreed changes</td>
<td>Essential</td>
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<tr>
<td>Experience of delivering high-quality administrative services, with attention to detail and to timelines</td>
<td>Essential</td>
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<tr>
<td>Organised and flexible, able to prioritise</td>
<td>Essential</td>
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<tr>
<td>Experience of working in an administrative role in an academic department</td>
<td>Essential</td>
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<td>Experience of servicing committees or meetings and the transcription of minutes</td>
<td>Essential</td>
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<td>Able to work as part of a team and on your own initiative with good problem solving skills</td>
<td>Essential</td>
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<td>Sensitivity and empathy with colleagues, students and external customers and to deal with confidential matters with discretion</td>
<td>Essential</td>
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<td>Ability to supervise other administrators and to apply available resources to optimum effect</td>
<td>Essential</td>
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### University of York Person Specification for Grade 5

#### Qualifications:

Level 3 qualification. (Qualifications at this level include A levels. Please [view the full list](#). We also welcome applicants with equivalent non-uk qualifications or equivalent professional experience.

#### Skills - demonstrates the ability to:

- Manage small-scale projects
- Gather, analyse, interpret and report data/information
- Use digital technologies including Google applications and/or Microsoft Office
- Communicate effectively in verbal and written formats, including the use of a variety of digital tools
### Behaviours:

<table>
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<tr>
<th>Behaviour</th>
<th>Requirement</th>
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<tr>
<td>Works collaboratively with others</td>
<td>Essential</td>
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<tr>
<td>Delivers a quality service</td>
<td>Essential</td>
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<td>Develops self and others</td>
<td>Essential</td>
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<td>Actively champions respect, inclusivity, equality and diversity</td>
<td>Essential</td>
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<td>Identifies and implements continuous improvement</td>
<td>Essential</td>
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