Administration Team Leader

Department: Directorate of Technology, Estates & Facilities - Customer Service and Administration

Hours of work: Full-Time / 37 hours a week

Contract type: Open

Salary: £27,131 - £33,314 a year / Grade 5
Introduction

The Directorate of Technology, Estates and Facilities [DTEF] is responsible for ‘providing outstanding work, study, research facilities, and facilities to enhance the student experience, on campus and online’.

Our directorate consists of three sections which are:

**Technology:** IT Infrastructure: Networks, Faculty IT and Security, Systems, Desktop and Print.
Digital: Software, Projects, BA/change management.

Estates Development: Estates Programmes, Projects, and DTEF Engagement.

**Facilities:** Campus Services: Facilities, Admin. & Customers, Accommodation & Room Bookings
Commercial Services: Retail, Catering, Conferences, Nursery, Copy & Print, York Sport, York Science Park Ltd & Guildhall.

This role is part of the Customer Service and Administration team within Facilities.

Main purpose of the role

In this role you will lead a small administrative team, overseeing the provision of a variety of internal and external customer focused services

You will manage and review administrative systems to support a wide variety of procedures and processes to ensure they are fit for purpose and to maximise efficiency.

You will also lead on a number of new initiatives and act as a deputy to the DTEF Administration Manager.

Key responsibilities

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

1. **Role Specific Responsibilities**
   
   - Supervise a small team of administrative staff; i.e., allocate work and ensure that tasks are completed to objectives, quality and timeliness
   - Carry out performance reviews of team members and ensure that any training and development needs that are identified are met
   - Work across the different areas of the wider DTEF Administration Team (General Admin, Information Centre, Facilities Helpdesk) identifying opportunities for improvement and efficiency and forging a positive collaborative relationship with the Facilities Helpdesk Team Leader
   - Develop and maintain high quality, proactive administration services that anticipate the needs of our customers and are easy to access.
   - Build strong working relationships with key stakeholders within the Directorate and wider University, developing best practice and a culture of continuous improvement.
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 or complex issues or queries where the answer requires consideration without precedent.
- 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.

**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.
- 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.

**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

<table>
<thead>
<tr>
<th>Role Specific</th>
<th>Essential / Desirable</th>
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<tbody>
<tr>
<td>Experience of providing customer focused administrative services</td>
<td>Essential</td>
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<td>Ability to supervise a small team of administrators and apply available resources to optimum effect</td>
<td>Essential</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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<td>Highly motivated, able to work independently or as part of a team</td>
<td>Essential</td>
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<td>Organised and flexible with the ability to prioritise effectively</td>
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<td>Able to use own initiative</td>
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<td>Ability to deal with confidential matters and act with discretion</td>
<td>Essential</td>
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<td>Strong team spirit and pride in your standard of work</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. **Essential**

### Skills - demonstrates the ability to:

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

### Behaviours:

- Works collaboratively with others **Essential**
- Delivers a quality service **Essential**
- Develops self and others **Essential**
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<tr>
<th>Additional Personal attributes</th>
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<tr>
<td>Our Directorate has developed a set of core values that promote dignity and respect for all. All our staff are expected to adhere to these values and therefore the following personal attributes are essential. A full copy of our values can be found on our website at: <a href="#">Our values</a></td>
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<td>Be honest, consistent and fair in all dealings with colleagues and be welcoming and inclusive to others</td>
<td>Essential</td>
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<tr>
<td>Have strong team spirit and pride in your standard of work</td>
<td>Essential</td>
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<td>Value colleagues and support their commitment to behaviour that is consistent with our core values</td>
<td>Essential</td>
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