Administrators

**Department:** Directorate of Technology, Estates & Facilities - (Customer Service & Administration)

**Hours of work:** Full-time | 37 hours per week

**Contract type:** 2 x Open

**Salary:** £23,487 - £26,341 per year | Grade 4
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 Administration team which sits within Facilities and provides support across the whole of the directorate.

Main purpose of the role

You will provide professional administrative service, carrying out a range of duties in order to facilitate the smooth running of our wider teams.

The emphasis of this role will be to provide general administrative support for staff within the Directorate, including the administration of annual leave, sickness absence reporting and diary management for many DTEF colleagues. Duties also include room bookings, arranging meetings, coordinating diaries, transcribing minutes, and arranging travel and accommodation.

More varied tasks include providing administrative support for confidential meetings, procuring and ordering equipment and uniforms as well as other goods and services, assisting with the collation and preparation of data and reports, as well as providing more bespoke administrative support to members of the wider DTEF Team.

The postholder will also maintain finance system records including the administration of budgets e.g. transfer of monies within accounts) and monitoring of accounts. The role will provide support relating to cashing up and banking procedures and reconciliation. There will be the requirement to raise invoice and journal requests.

The role will provide a point of contact for Financial queries, helping staff to investigate issues and liaising with colleagues in central Finance.

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. This will include face to
face, over the phone, or electronically.

- 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 and 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, conference presentations, etc
- Work proactively as part of a team, providing support and cover for colleagues when required.

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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<th>Role Specific</th>
<th>Essential / Desirable</th>
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<tbody>
<tr>
<td>Experience of providing high quality administrative services</td>
<td>Essential</td>
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<tr>
<td>Attention to detail and ability to provide accurate, concise summaries and notes</td>
<td>Essential</td>
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<tr>
<td>Planning and organisational skills, e.g. meetings and events</td>
<td>Essential</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>Able to work flexibly and accurately, under pressure and to tight deadlines</td>
<td>Essential</td>
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<tr>
<td>Wiki and web authoring</td>
<td>Desirable</td>
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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: [Our values](#)

- Be honest, consistent and fair in all dealings with colleagues and be welcoming and inclusive to others
- Have strong team spirit and pride in your standard of work
- Value colleagues and support their commitment to behaviour that is consistent with our core values

**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                                                                                  Essential
- Use digital technologies including Google applications and/or Microsoft Office                                                                     Essential
- Communicate effectively in verbal and written formats                                                                                              Essential
- Organise activities and resources                                                                                                                  Essential

**Behaviours:**

- Works collaboratively with others                                                                                                                    Essential
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<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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<tr>
<td>Identifies and implements continuous improvement</td>
<td>Essential</td>
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