Office Manager (Maternity Cover)

**Department:** Centre for Lifelong Learning, External Relations

**Hours of work:** Full-time/37 hours a week

**Contract type:** Fixed-term (maternity cover for 15 months)

**Salary:** Grade 5 (£27,131 - £33,314 a year)
Main purpose of the role

This is the key role within the Centre for Lifelong Learning (CLL), operationally managing the Centre’s day-to-day activities and supporting the work of the Centre and smooth running of its accredited/non-accredited adult evening and day class programmes, community outreach and coordinating University lifelong learning practices. The role holder is responsible for implementing processes and overseeing the management of all CLL functions and supervises the workload of the courses administrator, as well as supervising the administrative work of the tutor pool.

Key responsibilities

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

1. Role Specific Responsibilities

   ● Manage and coordinate a wide range of administrative and student-related services including admissions, student records, timetabling, assessment and examination processes to ensure that the activities of the Centre are supported efficiently and effectively.
   ● Play a key role in identifying and implementing changes to systems/introducing new systems to support the work of the Centre.
   ● Be responsible for operationally managing short-term projects as required.
   ● Lead the administrative team within the Centre, line manage the courses administrator role, and ensure the application of University Policy and procedures.
   ● Manage the finances of the Centre, alongside the Head of Centre, and draw on this knowledge to advise on the budgetary implication of future developments.
   ● Work efficiently with a range of colleagues across the University for whom operational/administrative matters are a key concern. These would include quality assurance colleagues, management accountants and academic registry, as well as departmental managers and academic staff in other departments.
   ● Support the strategic direction of the Centre, advising on the support components required by the Centre.
   ● Directly support the Head of the Centre in their work.

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

<table>
<thead>
<tr>
<th>Role Specific</th>
<th>Essential / Desirable</th>
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<tbody>
<tr>
<td>Knowledge of the range of administrative services and systems supporting a department within a large complex organisation</td>
<td>Essential</td>
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<tr>
<td>Familiarity with the Agresso Finance system</td>
<td>Desirable</td>
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<tr>
<td>Experience of a student record system (for example, SITS)</td>
<td>Desirable</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:

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

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