University Administrator
(Various Roles)

Vacancy reference: 11261
WELCOME FROM THE CHIEF OPERATING OFFICER

We do lots of recruitment for administration roles at the University, so we've decided to do something a little different.

We want to recruit people who possess the core skills and approach we seek and work with them to match them to suitable jobs.

What are the benefits for you? - your application can be considered against all our current (and future) jobs. We'll help you shape your career, not just fill our requirements.

We're not just looking for people that have 'standard admin experience' - your skills and attitude are more important to us. We're looking for people, not robots.

Everyone has the same opportunity - we seek to champion diversity and inclusion.

Dr Joss Ivory
Chief Operating Officer
WHAT WE OFFER YOU

We offer a supportive and inclusive environment for colleagues. Our new flexible hybrid working enables staff to find the right work-life balance, with colleagues working between home and the office.

Everyone at York has access to a range of excellent benefits including:

- Starting salary of **£24,286** (increasing each year up to £27,131)
- 30 Days Annual Leave (38 days with bank holidays)
- Generous Pension Scheme (up to 16% Employer contribution after Year 2)
- Annual salary increments within your pay grade ([see our pay scales](#))
- Cycle to Work Scheme
- Hybrid working ([see our Remote working policy](#))
- Flexible working arrangements
- Onsite Gym with discounted membership ([https://www.york-sport.com](https://www.york-sport.com))
- Staff training and development courses
- Access to a range of savings on childcare, transport and healthcare, plus shopping discounts and other offers
WHAT WE'RE LOOKING FOR - YOUR BEHAVIOURS

Works collaboratively with others:
You create and nurture positive working relationships, taking the time to get to know individuals and build rapport. You interact with colleagues and seek new professional connections. You understand the benefits of working collaboratively. You work cooperatively within and beyond your team, providing support and asking for help when needed. You listen carefully to the contributions of others and share your knowledge openly. You understand the benefits of collaboration and how it improves the quality of outputs. You understand group aims and how you can contribute to collective success.

Delivers a quality service:
You demonstrate effective customer service, understanding customers to anticipate their needs and expectations. You understand the importance of the customer experience and reflect this in your actions. You help customers with their queries, providing advice, guiding them to access information, and supporting them to use services effectively. You use your initiative to resolve issues and proactively propose solutions. Through effective planning you meet tight deadlines and deliver to agreed standards. You order work based on urgency and importance, and manage competing priorities. You monitor activities to ensure they are carried out in line with policy and procedure.

Develops self and others:
You strive to keep learning about yourself and ask for feedback to understand your strengths and areas for development. You drive your development and seek out opportunities to enhance your knowledge, skills and behaviours. You openly recognise mistakes and challenges, and use these as a learning opportunity to keep getting better. You are willing to help others to learn from you, sharing your insights and advice.

Actively champions respect, inclusivity, equality and diversity:
You seek to understand different perspectives, asking questions to explore others’ thoughts, feelings and beliefs. You support people to express themselves by demonstrating a caring, non-judgmental approach. You speak up to ensure that others feel included and valued. You express your views with honesty and sensitivity. You treat people with respect and kindness.

Identifies and implements continuous improvement:
You are open to new ways of working, taking the time to explore the reasons for change and understand the benefits of doing things differently. You act to implement agreed changes and improvements. You are inquisitive and creative, thinking of ways to continually improve areas of work. You identify new possibilities and opportunities, and actively voice your ideas to others.
THE SELECTION PROCESS

**Your Application** - This will be assessed against our core qualifications, skills and behaviours.

**Online assessment** - You will be asked to undertake an online assessment to test your reasoning skills. The pass rate is 70%.

**Interview** - If successful at the assessment stage, you’ll be invited to attend an interview in which we’ll explore your behaviours in more detail.

**Preferences** - We’ll explore your preferences and the type of roles you’d be interested in. When a new job is available, we’ll share your details with the recruiting department.

**Department Interview** - It gives both you and the department the opportunity to ensure the position, environment and opportunity is right for you.

If successful at this final stage, congratulations you’re the newest member of our community. We hope this will be your first step on a long and successful career at the University of York.

*We want all our candidates to be able to participate in our assessment on an equal basis, we are happy to provide alternative formats where required*
THE JOB

At a glance

Salary £24,286 (Grade 4 entry point)
Hours of work 37 per week (flexibility available)
Contract type Open
Based at University of York

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
# PERSON SPECIFICATION

<table>
<thead>
<tr>
<th>Qualifications</th>
<th>Essential / Desirable</th>
</tr>
</thead>
<tbody>
<tr>
<td>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.</td>
<td>Essential</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Skills - demonstrates the ability to:</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Accurately record, analyse, interpret and report information/data</td>
<td>Essential</td>
</tr>
<tr>
<td>Use digital technologies including Google applications and/or Microsoft Office</td>
<td>Essential</td>
</tr>
<tr>
<td>Communicate effectively in verbal and written formats</td>
<td>Essential</td>
</tr>
<tr>
<td>Organise activities and resources</td>
<td>Essential</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Behaviours:</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Works collaboratively with others</td>
<td>Essential</td>
</tr>
<tr>
<td>Delivers a quality service</td>
<td>Essential</td>
</tr>
<tr>
<td>Develops self and others</td>
<td>Essential</td>
</tr>
<tr>
<td>Actively champions respect, inclusivity, equality and diversity</td>
<td>Essential</td>
</tr>
<tr>
<td>Identifies and implements continuous improvement</td>
<td>Essential</td>
</tr>
</tbody>
</table>
Our **Equality, Diversity and Inclusion Strategy**, which was developed in partnership with our staff and student communities, describes our commitment to create a culture where everyone can contribute to university life, knowledge and growth.

We want to create a working, learning, social and living environment that will enable all staff and students to achieve their full potential. We have an ambitious set of objectives to succeed in our commitment. We recognise that we are not truly representative of our communities locally, nationally and internationally.

We would like to pay particular focus to gender parity across all levels, the recruitment, retention and success of a more ethnically diverse staff and student community; an accessible and inclusive campus and ensuring that the values and behaviours we expect from everyone embrace inclusive responsibility and leadership.

The University is committed to promoting a diverse and inclusive community - a place where we can all be ourselves and succeed on merit. We offer a range of family friendly, inclusive employment policies, flexible working arrangements, staff engagement forums, campus facilities and services to support staff from different backgrounds.

The University particularly welcomes applications from candidates from minority ethnic backgrounds who are underrepresented in the institution.

**Wellbeing and support**

We have also developed a support network of staff trained in Mental Health First Aid. University staff have access to wellbeing help and support, and can access advice through our site. Further information on our health and wellbeing support can be found at [https://www.york.ac.uk/staff/support/](https://www.york.ac.uk/staff/support/).
A UNIVERSITY FOR PUBLIC GOOD

Founded on principles of excellence, equality and opportunity for all, the University of York opened in 1963 with just 230 students. In 2022 it is the home of more than 21,000 students across more than 30 academic departments and research centres.

Our vision is to be a university for public good and our strategy is built around our commitment to meeting four strategic objectives which are:

- Deliver curiosity-driven and action orientated research
- Provide education that empowers
- Create a community without limits
- Demonstrate local commitment on a global scale

For further information on the University of York and our Vision of a University for Public Good, please see: https://features.york.ac.uk/strategy/index.html
HOW TO APPLY (PLEASE READ CAREFULLY, WE WANT YOU TO DO WELL!)

To apply you will need to upload an anonymised CV and a covering letter.

We want to assess your skills on an anonymous basis, so please ensure that your covering letter and CV do not include personal identifiers such as your name, gender identity, age or email address etc.

We want to treat all candidates equally. Removing personal identifiers helps to eliminate any unconscious bias from the selection process.

Why do we ask for a cover letter?

A CV is a list of things you've done and achievements...but it doesn't tell us about you!

• We'd like to know about you as a person, what motivates you?
• Why do you want to work here? What do you hope to achieve?

Why do we want to know this? So we can ensure that we can give you everything you want in your next job. It will also help us to understand where you would best develop your career with us.

Guide to writing your cover letter

• Keep it brief, clarity in communication is key (one side of A4 max)
• Why do you want to work here, why apply and why now?
• What excites you about work/working at a university?
• Tell us your aspirations. Where do you see your career taking you?
• Do you have any preference for roles (Academic department, Support Service, student facing, research focused etc)*

*Don’t worry if you don’t know yet, this is the exciting part. If you pass the selection process we’ll explore these options with you to help create the career you want.

Ready to Apply

Click the link below to begin your journey to a new career with the University of York.

https://tinyurl.com/university-administrator-job