School Support Administrator

Department: School for Business and Society (SBS)

Hours of work: Full time | 37 hours per week (1.0 FTE)

Contract type: Open

Salary: £24,285 - £27,131 per year
Main purpose of the role

We are seeking to appoint an experienced, enthusiastic and proactive Administrator with excellent interpersonal and communications skills to join the Administrative Services team that supports a broad range of activities within the School.

You will provide a professional administrative service, carrying out a range of duties in order to facilitate the smooth running of the Administrative office. This is a busy and varied role and in addition to supporting a broad range of School activity you may be required to work across a number of different areas within the Administrative team. You will have a proactive approach and the ability to apply problem-solving skills. You will have the ability to analyse, interpret and summarise numerical and written information for use in a variety of ways and must be able to work flexibly and accurately, under pressure and to tight deadlines - both independently and as part of a team. The main purpose of the role may develop over time and so we are seeking someone who is adaptable and flexible.

Key responsibilities

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

1. Role Specific Responsibilities
   - Organise visits, meetings, events, workshops, short courses and conferences (both in-person and remotely) on behalf of the School, as required. This could include: booking venues; catering; travel and accommodation; organising welcome receptions and dinners; organising promotional and course materials
   - Organise and book domestic and international travel and accommodation and complete travel risk assessments
   - Maintaining School Support pages on the SBS staff intranet
   - Maintaining staff pages on the website
   - Purchasing goods and services using the university’s financial system and departmental purchase card and maintaining accurate records
   - Facilities support, including: arranging key card access, reporting faults, door signage etc.
   - Reception duties to include: signposting visitors, dealing with queries, answering telephone calls, issuing bike shed and PhD room locker keys, delivery taking and distribution
   - Assisting the HR Administrator with recruitment of interview selection panels, setting up interviews and preparing interview assessment paperwork
   - Working with the HR Administrator to ensure that procedures for newly recruited members of staff are followed and subsequent administrative processes are actioned
   - Monitoring and recording sickness absence and annual leave and highlighting any concerns to the HR Administrator
   - Inputting probation milestones into HR key dates calendar
   - Maintaining departmental records with details of new starters/leavers/changes to contract
   - Assist with visa compliance monitoring and reporting
   - Processing casual worker bookings using the University’s Dashboard system
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

<table>
<thead>
<tr>
<th>Role Specific</th>
<th>Essential / Desirable</th>
</tr>
</thead>
<tbody>
<tr>
<td>Experience of working in a varied administrative role effectively balancing competing priorities</td>
<td>Essential</td>
</tr>
<tr>
<td>Knowledge of financial administrative processes (e.g., processing purchase orders)</td>
<td>Essential</td>
</tr>
<tr>
<td>Knowledge of web maintenance systems</td>
<td>Essential</td>
</tr>
<tr>
<td>Experience of creating and maintaining databases/spreadsheets</td>
<td>Essential</td>
</tr>
<tr>
<td>Able to respect/maintain confidentiality and treat sensitive issues with tact and diplomacy</td>
<td>Essential</td>
</tr>
<tr>
<td>Able to work flexibly and accurately, under pressure and to tight deadlines - both independently and as part of a team</td>
<td>Essential</td>
</tr>
<tr>
<td>Commitment to work in and contribute to an environment of change</td>
<td>Essential</td>
</tr>
</tbody>
</table>

**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             |
- Delivers a quality service                                                  | Essential             |
- Develops self and others                                                    | Essential             |
- Actively champions respect, inclusivity, equality and diversity             | Essential             |
- Identifies and implements continuous improvement                            | Essential             |