PA / HR Administrator

Department: School of Physics, Engineering and Technology
Hours of work: Full time, 37 hours per week
Contract type: Open
Salary: £24,285 - £27,131 per year
Main purpose of the role

The University of York has established the School of Physics, Engineering and Technology which formally launched on 1 August 2022. We bring physicists and engineers together to push the frontiers of knowledge, foster innovation and meet the grand challenges facing society. Our aim is to develop new technologies that work for the public good, in an environment where everyone can thrive.

As a School, equality, diversity, and inclusion are central to our culture and we strive to provide a working environment which allows all staff and students to contribute fully, to flourish, and to excel. We aim to ensure that there is a supportive and egalitarian culture at all levels and across all staff groups and 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. Physics is proud to hold Juno Champion, and Athena Swan silver awards. Engineering is similarly proud of their Athena Swan bronze award. These awards recognise our commitment to creating a fully inclusive and supportive environment in which staff and students can thrive. We aim to inspire young people to engage with science and engineering through our outreach work.

You will provide confidential PA and administrative support to the Head of School, along with other members of the Senior Leadership Team (SLT) and research group coordinators as required. You will be the first point of contact in the School of PET and as such will demonstrate outstanding professionalism and customer service skills. As a member of the PET HR team you will also provide some administrative support across a number of different HR areas.

The role requires a high level of initiative and decision-making, diplomacy and the ability to liaise with people at all levels within and outside of the University. Excellent IT and systems skills, attention to detail, strong interpersonal and organisational skills, and the ability to work under pressure are essential. You must be skilled in building positive working relationships across all levels and must be able to work independently when required. You will have good anticipatory skills which enable you to look ahead and highlight potential issues in a timely manner.

Key responsibilities

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

1. Role Specific Responsibilities
   - To act as the main point of contact, managing the diary and arranging internal and external meetings, arranging and servicing committee meetings, filtering enquiries, drafting and preparation of documentation and organisation of travel, accommodation and events.
   - To take minutes at a variety of meetings, ensuring accuracy and quick turn-around of minutes.
   - To produce documentation using different media e.g. reports, spreadsheets, electronic papers software, conference presentations etc.
   - To assist in organising all aspects of key note visits, meetings, events, workshops, and conferences.
   - To assist in the preparation of relevant documentation and processes particularly meeting papers and ensure dissemination of timely information to appropriate people.
   - To analyse, manipulate and interpret information in order to compile detailed summary reports and communications.
   - To apply a good working knowledge of the University and school’s processes to answer queries and resolve problems from colleagues and external customers.
To contribute to the development of staff administrative systems, carrying out administrative processes and ensuring controls are in place to ensure accuracy and timeliness.

Admin support for the full range of HR activities (recruitment, induction, contract changes, absence monitoring, leavers, casual workers etc)

Any other duties that fall within the scope of the job, as allocated by the line manager following consultation with the post holder

The above list of duties is not exhaustive and is subject to change. The post holder may be required to undertake others duties within the scope and grading of the post.

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.

The above list of duties is not exhaustive and is subject to change. The post holder may be required to undertake others duties within the scope and grading of the post.
### Person specification

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<tr>
<th>Role Specific</th>
<th>Essential / Desirable</th>
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<tr>
<td>Thorough knowledge of administrative procedures and processes used in a busy office within a large complex organisation</td>
<td>Essential</td>
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<tr>
<td>Recognises the need for change and is forward looking with a willingness to adapt to new ways of working. Promotes the benefits of change to others and regularly comes up with new ideas.</td>
<td>Essential</td>
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<td>Experience of organising events &amp; meetings</td>
<td>Essential</td>
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<td>Experience of setting agendas and taking and transcribing minutes</td>
<td>Essential</td>
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<td>Experience of providing an excellent standard of customer service to a range of stakeholders, both internal and external</td>
<td>Essential</td>
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<td>Experience of dealing effectively with confidential matters and acting with discretion</td>
<td>Essential</td>
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<td>Knowledge of staff recruitment processes</td>
<td>Desirable</td>
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<td>Experience of working in the HE sector</td>
<td>Desirable</td>
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**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. Essential

**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
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<th>Activity</th>
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<tr>
<td>Actively champions respect, inclusivity, equality and diversity</td>
<td>Essential</td>
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<td>Identifies and implements continuous improvement</td>
<td>Essential</td>
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