Administrator

Department: SEI York

Hours of work: Full time, 37 hours per week

Contract type: Open

Salary: £24,285 - £27,131 per year
Introduction

The Stockholm Environment Institute (SEI) is an international research organisation conducting policy-relevant environmental and sustainable development research around the world. SEI’s York Centre (SEI-Y) has a team of around 45 staff and is part of the Department of Environment and Geography at the University of York. SEI York has a broad research profile covering 5 main research areas: air quality and climate change; critical environmental governance; sustainable consumption and production; citizen science; and urban environments and human health. We aim to ensure that there is a supportive culture at all levels and across all staff groups and offer a range of family friendly, inclusive employment policies and flexible working arrangements such as working from home up to 4 days a week.

Main purpose of the role

You will be a highly organised and personable individual joining the SEI York Administration team and supporting the day to day operations of the research Centre. You will be supervised by the SEI York Administration Manager who oversees the administration management of the Centre and you will support a wide range of administrative duties for SEI York. The ideal candidate will be someone who exhibits an enthusiastic, professional and thorough approach to their work. You must be able to demonstrate a high standard of administrative experience, possess excellent IT and strong interpersonal skills, enjoy working as a member of a team, be prepared to learn new skills and have a flexible approach to managing a diverse workload. You will need to communicate effectively with a wide range of people both internal and external to the University.

Key responsibilities

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

1. Role Specific Responsibilities

- Provide the day to day administrative service to SEI York, including managing the SEI Administration inbox, and answer queries from staff and PhD students using knowledge from SEI York policies, University of York policies/guidance and SEI administration procedures. Particularly providing independent day to day support to the centre dealing with complex queries effectively around timesheets and SEI York/University procedures and processes. Contributing to improvements to continual improvement of this service particularly the SEI York administrative procedures handbook, the staff handbook, timesheet submission process and environmental travel processes.

- Organise SEI York meetings including minutes and agenda preparation as well as monitoring meeting budgets, organising internal and external venues, catering and attendees. These include coffee morning talks and research meetings talks, keynote research talks, Away Days etc. Organise high profile Centre events, workshops and conferences.

- Manage and coordinate all travel booking for SEI York through the appropriate systems. Ensure all SEI York travel is recorded in the appropriate systems and provide reports where required i.e. environmental reports.

- Coordinate timesheet submission, monitor and use reports in STATS (SEI York Time planning And Timesheet System), resolve general queries and issues and flag anomalies and higher level issues to the SEI York Administration Coordinator. Provide submission timesheet reports, provide standard checks on timesheets, provide annual leave reports and associated monitoring and reminders etc.

- Update the SEI York staff handbook, admin procedures guidance, SEI York PhD guidance and induction
material for new staff and PhDs to ensure they are up to date, linking to University policies/guidance and providing input to improving these, to improve efficiencies.

- Record staff absences, keeping out of office information up to date, monitor and provide reports on annual leave and sickness usage and support the Specialised Administrator with appropriate actions.
- Assist the SEI York Specialised Administrator with recruitment and contract variation requests by submitting and chasing contract variation forms and vacancy requests, provide standard information to recruitment leads on timescales, interview panels and assistants with recruitment forms, chase probation forms and collate these at a centre level.
- Manage the diary of the Centre Director typically arranging internal and external meetings.
- Monitor and order office and research related supplies generating P/O numbers using YEP-2 or a centre credit card, recording and monitoring budgets and complying with policy.

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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<tbody>
<tr>
<td>Experience of working in an administrative role in a busy office within a large/complex organisation</td>
<td>Desirable</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 - both independently and as part of a team</td>
<td>Essential</td>
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<tr>
<td>Experience of providing advice and complying with HR and Financial policies and procedures</td>
<td>Desirable</td>
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<tr>
<td>Experience of working in research or higher education or equivalent</td>
<td>Desirable</td>
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<tr>
<td>Experience of dealing effectively with confidential matters and acting with discretion</td>
<td>Essential</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.

#### Skills - demonstrates the ability to:
- Accurately record, analyse, interpret and report information/data
- Use digital technologies including Google applications and/or Microsoft Office
- Communicate effectively in verbal and written formats
- Organise activities and resources

#### Behaviours:
- Works collaboratively with others
- Delivers a quality service
- Develops self and others
- Actively champions respect, inclusivity, equality and diversity
- Identifies and implements continuous improvement