York Policy Engine Administrator

**Department:** Research, Innovation & Knowledge Exchange Directorate

**Hours of work:** Full time / 37 hours per week

**Contract type:** Fixed term until July 2024

**Salary:** Grade 4, £24,285 - £27,131 per year
Introduction

The York Policy Engine (TYPE or ‘Policy Engine’) was soft launched in 2021 to provide professional advice on how to best connect with policy-makers, in order to increase the impact of our research and support the University’s vision to be a true force for public good.

TYPE is now moving into a new phase of activity, and we are seeking an enthusiastic and experienced administrator to support a team of 4 to assist in the delivery of an exciting new strategy. TYPE will support colleagues from across the 3 University Faculties (Social Sciences, Sciences and Arts and Humanities), but to assist in the developing the overall approach, it will focus on a number of high-profile programmes for the first two years. This involves providing specialist policy support for the new Environmental Sustainability Academy at York (ESAY), the Food Systems programme FixOurFood and related N8 AgriFood collaborations, and emerging child health and wellbeing policy knowledge linked to the prestigious Born in Bradford programme.

Main purpose of the role

The TYPE administrator will be a busy role, making a vital contribution to supporting the delivery of activities and supporting communication with internal and external stakeholders. In particular you will help with arranging meetings for the team, the delivery of events, monitoring of budgets and processing of invoices. You may have specific responsibility for other clearly defined tasks and will use initiative within the boundaries of the role in line with University policies and procedures. This will include the discretion to deal with non-routine queries and/or issues but more complex situations will be referred to senior colleagues. You will plan and prioritise your own work with guidance from the Head of TYPE.

The role will be line managed by the Head of TYPE but will work closely with all members of the team, providing flexible support to ensure deadlines and priorities are effectively managed.

Key responsibilities

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

1. Role Specific Responsibilities
   - Provide excellent customer service to all stakeholders, answering queries and resolving problems
   - Undertake a range of administrative duties, making certain that controls are in place to ensure accuracy and timeliness
   - Support the organisation of events and meetings on behalf of the team as required
   - Support the administration of the TYPE Steering Group
   - Monitor income/expenditure against the budget; processing invoices and orders, in compliance with financial administrative processes
   - Support the Communications Manager in the delivery of key activities such as the Newsletter and maintenance of the website
   - Help to collect data / information to develop and maintain databases
   - Contribute to the development of TYPE and its related processes and systems

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 a busy administrative role, effectively balancing competing priorities</td>
<td>Essential</td>
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<td>Experience in the application of relevant IT systems to your role (including MS Office and/or Google applications)</td>
<td>Essential</td>
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<td>Experience of providing an excellent standard of customer service to a range of stakeholders</td>
<td>Essential</td>
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<tr>
<td>Experience of monitoring income/expenditure against a budget and processing invoices and orders</td>
<td>Essential</td>
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<td>Experience of arranging meetings and supporting the delivery of events</td>
<td>Essential</td>
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<td>Experience of supporting the delivery of communication activities such as newsletters, website maintenance, social media</td>
<td>Desirable</td>
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<td>Knowledge of the universities systems and policies</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.

#### 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