Administrator

Department: International Pathway College

Hours of work: Full Time / 37 hours a week

Contract type: Open

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

The International Pathway College (‘IPC’) provides routes for international students to access the transformational higher education programmes offered by the University of York. The IPC offers high quality programmes designed, academically led, taught and managed by the University.

As an Administrator with the IPC, you can look forward to joining a dynamic, professional and friendly team who work in partnership with colleagues across the University. Reporting to the Departmental Manager of the IPC, you will help to support and adapt existing administrative processes to ensure that we provide a seamless and equitable service to our staff and students within the IPC. Key aspects of the role will include providing administrative support for our Pre-sessional courses, including monitoring, maintenance and reporting of accurate and up-to-date data for students on our programmes, as well as a range of administrative duties to enable the smooth day to day running of the department.

This is a busy and varied role, and you will be expected to provide high levels of customer service. You will use a variety of IT systems, including SITS, E-vision, and the VLE (training will be provided), and will be required to create and maintain databases and spreadsheets. With the ability to work to tight deadlines, whilst maintaining accuracy and flexibility, you will require high levels of concentration and excellent attention to detail.

Condition of employment

This role is exempt from the Rehabilitation of Offenders Act. Consequently, all applicants will be asked to declare both unspent and spent convictions on their application form.

Appointment of the successful candidate will be conditional on a Disclosure and Barring Service check.

Key responsibilities

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

1. Role Specific Responsibilities

   - Apply a good working knowledge of departmental/service administrative systems to answer queries and resolve problems from colleagues and external customers
   - Contribute to the development of office administrative systems, carrying out administrative processes and ensuring controls are in place to ensure accuracy and timeliness
   - Update administrative office databases, including input and transfer of data to the University’s student records system and virtual learning environment with a very high degree of accuracy
   - Analyse, manipulate and interpret information and data in order to compile detailed summary reports and communications
   - Manage stationery and printing supplies, post and the general office environment
   - Provide effective and efficient administrative/secretarial support to senior colleagues, including the co-ordination of diaries, arranging and servicing meetings, filtering enquiries, drafting and preparation of documentation and organisation of travel/events
• Monitor shared mailboxes, responding to queries effectively and liaising with colleagues and departments as required

• Produce departmental/service-related documentation using different media, eg, newsletters, promotional literature, induction and welcome packs, lecture materials, conference presentations, etc

• Assist in organising all aspects of visits, meetings events, workshops, and conferences

• Monitor income/expenditure against a service-related budget; manage and maintain a relational database(s)

• Maintain the department/service website/webpages and update content as required

• Process invoices and orders, making effective use of departmental/university financial administrative process as required

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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<th>Role Specific</th>
<th>Essential / Desirable</th>
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<tr>
<td>Very strong IT skills, with the ability to use Google Apps, Microsoft Office, particularly Word, Excel, Access, PowerPoint, and the ability to create &amp; maintain web pages and online media</td>
<td>Essential</td>
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<td>Ability and experience of using databases, to gather and process information and generate accurate data on request</td>
<td>Essential</td>
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<td>Experience of analysing data and presenting summary information in a clear and concise format</td>
<td>Essential</td>
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<td>The ability to work independently without direct supervision, and to manage time effectively</td>
<td>Essential</td>
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<td>Sound problem solving skills and the ability to make judgement and take initiative when dealing with complex queries</td>
<td>Essential</td>
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<td>Numeracy &amp; literacy skills with the ability to monitor expenditure against a financial account/budget and maintain a petty cash system</td>
<td>Essential</td>
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<td>Experience of working in a team, and of building relationships both departmentally and across the wider University</td>
<td>Essential</td>
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<td>Ability to work to a very high degree of accuracy</td>
<td>Essential</td>
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<td>Experience of dealing with confidential and sensitive information and an understanding of data protection issues</td>
<td>Essential</td>
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<td>A commitment to the provision of excellent customer service</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
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<th>Behaviours:</th>
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<td>Works collaboratively with others</td>
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<td>Delivers a quality service</td>
<td>Essential</td>
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<td>Develops self and others</td>
<td>Essential</td>
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<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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