Professional Services Support Officer

**Department:** Executive Operations

**Hours of work:** 37 hours per week (1 FTE) (With flexibility to a minimum of 0.8 FTE)

**Contract type:** Open

**Salary:** £27,131 - £33,314 per year
Introduction

Within the last two years, the University of York has launched a new strategy (with several supporting initiatives), commenced the delivery of a strategic change programme and continued to grow in terms of student and staff numbers. This has created an unprecedented level and variety of demands on the Professional Support Services (PSS) teams providing support to the rest of the University.

In recognition of the impact of these demands we are creating a team of Support Officers in the Executive Operations department. These are exciting, varied roles that can be flexibly deployed to those teams across central PSS that are in need of additional, agile, resources to support a diverse range of administration tasks and also support the delivery of projects at both an individual directorate level and across central PSS.

The Support Officers must be able to plan and prioritise a varied workload and will be required to work independently and be pro-active and flexible, liaising with the Head of PS Operations and Heads of Professional Service teams depending on the nature of the project being supported.

Main purpose of the role

You will provide high-level administrative support to a number of projects across central PSS. You will be required to support PSS directorates on process reviews, and provide cover for support teams when required, enabling a continuous and reliable service.

You will be the first point of contact for projects within central PSS including, where appropriate, servicing a range of meetings; ensuring efficient governance and timely action monitoring. You will also have the opportunity to be involved in a range of events and activities.

You will have exceptional organisational skills, be highly adaptable and accustomed to re-prioritising your workload frequently to accommodate fluctuating and time critical demands with a willingness and ability to support the strategic management of central PSS. You will have a proven ability to build professional working relations with a wide variety of internal and external contacts, therefore the role requires sensitivity and discretion. With excellent IT skills you will be accustomed to producing accurate work to strict deadlines with minimum supervision.

You will have experience of managing administrative processes and customer facing work. It is essential that the role holders are able to demonstrate good communication skills as these posts require colleagues that can work both as a member of a multi-disciplinary team and independently. You will have demonstratable experience of working with data and strong numerical skills, along with administration experience for events and meetings, including production of required materials and minute-taking.

Key responsibilities

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

Role Specific Responsibilities

● Provide first class customer service across central PSS and collaborate with teams within PSS directorates to support high quality, user focused service support.

● Using excellent interpersonal, teamworking and digital skills proactively engage with central PSS directorates in support of reviewing a variety of processes, resolving queries and providing relevant guidance.

● Provide administrative cover for shortfalls of provision within central PSS directorates
• Provide administrative support to projects, which may include, but not limited to servicing a range of meetings; ensuring efficient governance and timely action monitoring.

**University of York Responsibilities for Grade 5**

**Service and Operational Delivery**

• Undertake day to day decision making for operational aspects of service or delivery, within a designated area of responsibility.
• Deliver services to standards set by others, using initiative and independent action to meet service needs.
• Manage the resolution of escalated issues or queries where the answer requires consideration and application of judgement.
• Where appropriate, solicit customer views on the nature and quality of the service provided.
• Make effective use of digital solutions to carry out operational activity and implement efficiency improvements.
• Act as a supportive and encouraging member of a team. For roles at this level with supervisory responsibilities, demonstrate compassion and give advice on commonly occurring wellbeing issues.

**Continuous Improvement**

• Monitor and review service or operational delivery in conjunction with line manager, recommending / implementing improvements to process, service or governance.
• Contribute to and/or initiate the development and improvement of methods of service delivery.
• Research, analyse and interpret data/findings, using standard methodologies to identify opportunities for improvement. Where appropriate, independently identify and source additional information for consideration.
• Proactively identify opportunities for building new personal knowledge and skills for self and others.

**Specialist Contribution**

• Provide detailed advice to internal and external stakeholders on service-specific policies, procedures and regulations.
• Carry out investigations, searches and research information and data to identify trends and patterns.
• Analyse data and statistics and provide reports for higher level decision makers.
• Provide expertise to support compliance with legislation and statutory duties.

**Collaboration and Communication**

• Establish, maintain and develop productive and ongoing relationships with colleagues across the University, to support service delivery and issue resolution.
• Contribute to business meetings, working groups and committees to enable efficient service delivery and manage stakeholder expectations.
• Engage with external peers and specialists to exchange knowledge and information.
• Use a range of digital media and tools to communicate with a diverse range of key stakeholders.
• Collaborate with team members to identify and implement service improvements or alterations.

**Governance and Oversight**

• Implement and monitor recognised procedures to ensure compliance.
● Provide training to team members on procedure e.g. data handling and recording.
● Ensure accuracy by implementing recognised and routine checks, assessment criteria and techniques.

Planning and Organisation
● Plan and organise own workload (and, where applicable, the workload of team members) to manage short term fluctuations and changing priorities.
● Contribute to longer term plans/programmes of work.
● Plan and organise small scale projects.
**Person specification**

<table>
<thead>
<tr>
<th>Role Specific</th>
<th>Essential / Desirable</th>
</tr>
</thead>
<tbody>
<tr>
<td>Experience coordinating projects working with a range of stakeholders</td>
<td>Essential</td>
</tr>
<tr>
<td>Experience in arranging, servicing and facilitating meetings and events (e.g., preparation of agenda and taking minutes, coordinating invitations, enquiring and making reservations with meeting venues, organising and booking travel)</td>
<td>Essential</td>
</tr>
<tr>
<td>Demonstrable knowledge of the requirements of good project coordination</td>
<td>Essential</td>
</tr>
<tr>
<td>Good planning and organisational skills with a good attention to detail, including the ability to meet deadlines and work under pressure</td>
<td>Essential</td>
</tr>
<tr>
<td>Able to use initiative to solve unusual or complex problems</td>
<td>Essential</td>
</tr>
<tr>
<td>Able to promote and coordinate online communications, including blogs and social media channels (i.e., Twitter)</td>
<td>Desirable</td>
</tr>
</tbody>
</table>

**University of York Person Specification for Grade 5**

**Qualifications:**

Level 3 qualification. (Qualifications at this level include A levels. Please [view the full list](#). We also welcome applicants with equivalent non-uk qualifications or equivalent professional experience.                                                                                                                                                                                                                                                                                                        | Essential             |

**Skills - demonstrates the ability to:**

Manage small-scale projects                                                                                                                                                                                                                                                                                                                                                                                                                                                          | Essential             |
| Gather, analyse, interpret and report data/information                                                                                                                                                                                                                                                                                                                                                                                                                                 | Essential             |
| Use digital technologies including Google applications and/or Microsoft Office                                                                                                                                                                                                                                                                                                                                                                                                          | Essential             |
| Communicate effectively in verbal and written formats, including the use of a variety of digital tools                                                                                                                                                                                                                                                                                                                                                                               | 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 |