

## JOB DESCRIPTION

<b>Job Title:</b>	Senior Administrative Officer	<b>Grade:</b>	SG6
<b>Department:</b>	UK Student Recruitment (Communications and Recruitment Directorate)	<b>Date of Job Evaluation:</b>	Feb 2020
<b>Role reports to:</b>	Associate Director UK Recruitment		
<b>Direct Reports</b>	None		
<b>Indirect Reports:</b>	None		
<b>Other Key contacts:</b>	Head of Admissions, Admissions Managers, Education Support Managers and Recruitment Ops & Events and Managers		

This role profile is non-contractual and provided for guidance. It will be updated and amended from time to time in accordance with the changing needs of the University and the requirements of the job.

**PURPOSE OF ROLE:** As part of the Directorate Support Team, provide efficient and effective administrative support to the UK Student Recruitment team comprised of Admissions, Recruitment & Events and Education Support. Highly motivated to regularly develop operations and seek to innovate services and develop systems/processes that support development.

### KEY ACCOUNTABILITIES:

#### Team Specific:

- Supports the planning, development, and implementation of functional and business level strategy and responsible for operational delivery and evaluation across different areas.
- Providing support to Associate Director UK Recruitment and teams. This will include but not limited to:
  - Financial processing, financial reporting and monitoring relating to the team budgets.
  - Diary management and event support.
  - Logistics and operational support for virtual and physical events including data capture and processing support.
  - Management of print production in liaison with Content Management teams.
  - Procurement of resources via e-Procurement system.
  - Management of data and electronic records shared within the department
  - Communications management of communications from the department to colleagues and partners within or outside the Directorate.
- Being the first point of contact for internal and external contacts regarding organisational support, requesting meetings, making the appropriate arrangements, and responding with a professional level of service.

- Working with team managers proactively to ensure that the budget is efficiently administered and monitored to enable monthly forecasting. This includes understanding university guidelines, processes and systems while developing strong working relationships with Finance teams.
- Responding to requests such as making administrative arrangements including, but not limited to digital equipment requirements, booking meetings, parking, travel and trip planning and collating meeting papers.
- Taking responsibility for Health and Safety matters affecting the Directorate staff who are based across Avery Hill, Greenwich and Medway campus and/or working remotely as the Local Health and Safety Officer (LSO). This will include providing H&S induction to new staff, attending the local Health and Safety committee, encouraging colleagues to adhere to H&S protocols, and disseminating information about changes in local practice.
- Supporting the teams of the Directorate at peak times such as Open Days, Alumni events, Confirmation & Clearing and the Staff Conference.
- Committee servicing for meetings which are chaired by any of the Senior Managers within the Directorate. This will include preparing agendas, collating papers, creating minutes, and disseminating information in a timely manner.
- Occasionally manage projects or workstreams arising from cross Directorate projects. These will usually relate to improving staff engagement and or improving processes and ways of working.

**Generic:**

- Must be willing to embrace the shared values of Communications and Recruitment staff (Inclusive, collaborative and impactful).
- Must communicate clearly and build relationships with suppliers, peers, senior colleagues, and managers.
- Must work collaboratively across the Directorate and wider Professional Services group.

**Managing Self:**

- Actively seeking awareness of own world view, positive attitudes towards cultural differences, and knowledge of different cultural practices to inform cross-cultural working, communication and problem solving. (I.e. cultural competence)
- Must plan to manage own workload.
- Must be willing to adopt new ways of working and embrace change.
- Must take responsibility for own development and learning within the role with the support of the line manager.
- Must keep up to date with current HE administration via membership of appropriate networks or professional organisations.

**Core Requirements:**

- Adhere to and promote the University's policies on Equality, Diversity and Inclusion and Information Security.
- Ensure compliance with Health & Safety and Data Protection Legislation.
- Support and promote the University's Sustainability policies, including the Carbon Management Plan, and carry out duties in a resource efficient way, recognising the shared responsibility of minimising the university's negative environmental impacts wherever possible.

**Additional Requirements:**

Undertake any other duties as requested, commensurate with the grade.

This is a professional, demanding role within a complex organisation with an ambitious strategic plan and agenda for change. The role holder will be expected to show flexibility in working arrangements, including working hours, to ensure that the Communications and Recruitment Directorate delivers the required level of service.

**KEY PERFORMANCE INDICATORS:**

- Financial processing kept up to date and filed methodically
- Tasks requested by senior colleagues are completed in a timely manner and with a high degree of accuracy.
- 100% completion of DSE assessments by UKSR staff
- Successful submission of directorate Health & Safety statement
- Administrative arrangements are made in advance and communicated to the relevant colleagues.

**KEY RELATIONSHIPS (Internal & External):**

- Director of Communications and Recruitment
- Associate Director UK Recruitment
- Head of Admissions
- Recruitment & Events Managers
- Education Support Managers
- Senior Administrators
- Colleagues across the Directorate
- Colleagues within other Directorates of Professional Services

<b>PERSON SPECIFICATION</b>	
<b>Essential</b>	<b>Desirable</b>
<p><b>Experience</b> Exposure to the Higher Education sector.</p> <p>Extensive experience of administration, executive support and driving efficiencies.</p> <p><b>Skills</b> Using cultural competence to inform cross-cultural working, communication, problem solving and decision making</p> <p>Communication and interpersonal skills.</p> <p>Strong prioritisation skills.</p> <p>Attention to detail and proofreading.</p> <p>Flexibility approach to changing circumstances or priorities.</p> <p>Managing own workload and keeping colleagues updated on progress.</p> <p>Deliver training or guide others on specific tasks.</p> <p>Producing meeting paperwork such as agendas, update documents and minutes/action points.</p> <p><b>Qualifications</b> N/A</p> <p><b>Personal attributes</b></p> <ul style="list-style-type: none"> <li>We are looking for people who can help us deliver the <u>values</u> of the University of Greenwich: Inclusive, collaborative, and impactful</li> </ul>	<p><b>Experience</b> Responsibility for Health and Safety of a group of people.</p> <p><b>Skills</b> Intermediate Excel skills e.g. pivot tables and v-look up or Index/Match.</p> <p>Intermediate Word skills e.g. mail merge and track changes.</p> <p>Good level of design skills to make basic documents visually appealing.</p> <p><b>Qualifications</b> N/A</p> <p><b>Personal attributes</b> N/A</p>