



Job Description & Person Specification

Post title: Team Administrator	Post No:
School or Department: Campus Services	Date created: July 2018
Grade: E	Hours per week: 37
Fixed term end date (if applicable):	
Other requirements of the role:	
Immediate line manager: Head of Events, Operational Planning and Delivery	
Title & Grade of posts line managed by postholder: None	

Job purpose:

To provide a full range of administrative support to the Events Team in a highly professional and business sensitive manner.

Principal duties and responsibilities:

Operational and day to day management of the administrative functions of the wider Events, Operations and Enquiry Handling Team in a highly efficient, professional and customer focussed manner.

To support and guide colleagues to ensure the completion of key administrative procedures:

- Email and telephone enquiries
- Diary management for Head of Events, Operational Planning and Delivery and Line Managers within the Events and Enquiry Handling Team
- Supporting the team with report writing and general administrative duties.
- Servicing meetings, taking minutes and ensuring post meeting distribution to wider team members when appropriate
- Management and collaboration of the shared Files on SharePoint to ensure that files are current and relevant
- Manage and administrate payroll and personnel procedures including sickness, holidays, absence and training and new starters.
- Recording of annual leave for the wider department
- Managing the reporting of departmental KPI's on a monthly basis
- Procurement activities
- Responsibility for the team training matrix and ensuring training is booked and carried out within necessary timescales
- Coordination of any data protection requirements
- Deal with any FOI requests

Events specific administrative activity:

- Provide support in all areas of event management including producing directional signage, delegate badges and onsite event support when needed.
- To liaise with internal and external clients by email, post and telephone as required to ensure the smooth running of events.
- Ensure departmental standards are being achieved.

N.B. The post-holder may be required to undertake any other duties which may reasonably be required as within the nature of the duties and responsibilities of the post as defined, subject to the proviso that normally any changes of a permanent nature shall be incorporated into the job description in specific terms

Personal Attributes		
Attributes	Essential	Desirable
Knowledge	<ul style="list-style-type: none"> • In depth knowledge of word-processing, email, internet and software packages including Microsoft Word, Excel and Outlook. • Knowledge of administrative systems to ensure completion of tasks within set deadlines • Diary management 	<ul style="list-style-type: none"> • Knowledge of the University's internal organisational systems and networks • Knowledge of event management
Skills	<ul style="list-style-type: none"> • Excellent interpersonal and verbal / written communication skills • A quick learner, adaptable and flexible • Good time management and an ability to work methodically to meet tight deadlines. • Logical approach to problem solving • Excellent telephone manner • Strong team membership skills as well as their own initiative and prioritise competing demands. • Ability to work methodically with accuracy and attention to detail • Ability to facilitate the implementation of change • Self motivated with the ability to work flexibly and with initiative • Proactive approach to delivering excellent customer service • Proven ability to design, implement and deliver new administrative processes 	<ul style="list-style-type: none"> • Ability to work independently and without supervision
Experience	<ul style="list-style-type: none"> • Previous experience of administrative work / secretarial role in a busy office • Experience of managing activities, projects and operations • Experience of producing formal reports • Experience in a customer focussed environment 	<ul style="list-style-type: none"> • Experience of using event management bookings software, for example kinetics • Experience of supporting conference and / or events

Qualifications	GCSE English – minimum grade C (or equivalent)	<ul style="list-style-type: none"> • HND or degree, or equivalent
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Competencies	
Essential Competencies	Desirable Competencies
<p><u>Team Working: Level 2</u> Works effectively as a member of a team. Takes responsibility for getting things done as part of a team.</p> <p><u>Making informed decisions: Level 2</u> Uses analyses, reports and data to test the validity of options and assess risk before taking decisions. Ensures optimum decisions are taken.</p> <p><u>Communicating and Influencing: Level 2</u> Communicates information effectively to a wide range of diverse stakeholders, influencing events</p> <p><u>Organisation and Delivery: Level 2</u> Plans time taking account of organisational priorities and other work colleagues' work to achieve results</p> <p><u>Customer Focus: Level 2</u> Is professional and polite in all dealings with customers, providing a quality service</p> <p><u>Adaptability: Level 1</u> Willingly takes on new tasks / adopts new approaches as required as appropriate to job role. Participates in PDCR and takes responsibility for keeping professional skills and knowledge up to date.</p>	

Job Description and Person Specification created by Head of Events, Operational Planning and Delivery
