

JOB DESCRIPTION	
Job title: Office Manager	Accountable to: Director CEA
Contract length: Permanent	Hours per week: 35 Weeks per year: 52
Salary: £34,326 - £42,155 per annum	Grade: 4
Service: Communication & External Affairs	Location: 272 High Holborn, WC1V 7EY
<p>What is Communication & External Affairs?</p> <p>An award-winning, user-focused department which leads UAL's external and internal communications, brand, digital and public affairs strategies. We believe that the world needs creativity. We work closely with communicators across UAL's six colleges to ensure our main audiences understand the mission of UAL and the importance of creative education.</p>	
<p>What is the purpose of the role?</p> <p>The postholder ensures the efficient running of the Communication & External Affairs department. The priorities are budget management; recruitment, training and development for the marketing communication job family; staff records; and maintaining the office environment. The post includes administrative support including diary management to the Director and senior management team.</p> <p>You will provide an efficient, professional and friendly service to other departments and external visitors, and ensure appropriate administrative cover at all times. You will coordinate and deliver projects as required.</p>	
<p>Duties and Responsibilities</p> <p>Office administration</p> <ul style="list-style-type: none"> • Work with the Finance business partner and budget holders to update and coordinate CEA budgets, creating purchase orders, invoices and expenses. Track and report regularly against all non-programme budgets to the Director and senior management team. • Develop and coordinate the training and development plan (including budget projections) for the department and job family. Track completion of required training modules across CEA. • Plan and organise monthly department meetings, monthly social sessions and termly all-profession away days, coordinating agendas and speakers with support from team leaders. • Manage CEA recruitment, ensuring all necessary processes and approvals are carried out, liaising with HR Recruitment, and coordinating the full interview and appointment process • As the Local Information Manager, create and maintain department shared drives, documents and files, including HR and other confidential files. Process and maintain records such as staff expenses, annual and sick leave in line with University procedures. • Manage resources and activities, e.g. staff calendar, recruitment, furniture, computers, printers, stationery, room booking. Ensure a good office environment e.g. organise regular team desk tidying events, ensure desks are being fully utilised by staff etc. Represent the department at the Building Users Group. • Support departmental initiatives, internal and external University events and project meetings as required. This includes preparing presentations and papers, providing minutes and actions. <p>Management team support</p> <ul style="list-style-type: none"> • Working to a high standard of confidentiality, manage the diary as required for the Director and senior management team, preparing them for meetings with appropriate papers. Greet guests, providing refreshments as required. 	

- Manage the Director's administration including finance procedures, filing and photocopying.
- Organise travel (including overseas) with associated visas, bookings, correspondence and itineraries, ensuring all relevant documentation is in place and up to date.
- Create and maintain the monthly SMT report and the annual operating plan, based on contributions from CEA senior managers.
- On behalf of the management team, liaise with external stakeholders and with other UAL staff in person or in writing as appropriate. Deal directly with incoming issues and queries if possible without reference to the management team.

General

- Assume other reasonable duties consistent with your role, as determined by the Director of Communication & External Affairs, which may be assigned to you anywhere within UAL.
- Undertake health and safety duties and responsibilities appropriate to the role.
- Work in accordance with the University's Equal Opportunities Policy and the Staff Charter, promoting equality and diversity in your work.
- Undertake continuous personal and professional development, and to support it for any staff you manage through effective use of the University's Planning, Review and Appraisal scheme and staff development opportunities.
- Make full use of all information and communication technologies in adherence to data protection policies to meet the requirements of the role and to promote organisational effectiveness.
- Conduct all financial matters associated with the role accordance to the University's policies and procedures, as laid down in the Financial Regulations.
- Personally contribute towards reducing the university's impact on the environment and support actions associated with the UAL Sustainability Manifesto (2016 – 2022)

Key working relationships

- Director of Communication & External Affairs, CEA senior managers and staff; heads of communication across UAL
- Counterparts across University Services and the colleges, particularly the Vice-Chancellor and Deputy Vice-Chancellors' offices, and in marketing and communication teams.
- Finance and HR business partners, and Building Services

Specific management responsibilities

Budgets: Responsible for the central administration budget; office stationery and equipment; training and development plan

Staff: Recruit and manage interns, temporary staff and student assistants as required by the management team.

Other: Office and IT equipment purchasing and management

Last updated: January 2019

PERSON SPECIFICATION	
Specialist Knowledge/Qualifications	Educated to A-level or above, with evidence of role-specific continuing professional development
Relevant Experience	Extensive experience as office manager, team administrator or similar role
Communication Skills	Very good oral and written communication skills, including Powerpoint or equivalent. Secretariat function for committees and meetings (agenda preparation and formal minute-taking).
Leadership and Management	Recruiting and managing temps and interns.
Professional Practice	Budget management with Finance support, including creating, updating and analysing budget reports using advanced finance systems (ideally Agresso Business World). Administering recruitment processes and creating training plans with HR support.
Planning and Managing Resources	Accurate and effective office resource management and administration, including diary management, room booking, travel bookings and itineraries, photocopying, office supplies, and expenses. Filing and information management with an understanding of General Data Protection Regulations (ideally experience of Office 365 and Sharepoint).
Teamwork	Working in a complex organisation, building effective working relationships across different units. Preparing senior managers for meetings and tracking actions to ensure that they are satisfactorily resolved.
Creativity, Innovation and Problem Solving	Uses initiative to resolve problems

Please make sure you provide evidence to demonstrate clearly how you meet these criteria, **which are all essential unless marked otherwise**. Shortlisting will be based on your responses.

Last updated: January 2019