

| JOB DESCRIPTION                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |                                                                   |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------|
| <b>Job title:</b> ITS Administrator (PA and Staff)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | <b>Accountable to:</b> ITS Information and Administration Manager |
| <b>Contract length:</b> Permanent                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | <b>Hours per week:</b> 35<br><b>Weeks per year:</b> 52            |
| <b>Salary:</b> £28,274 to £34,515 per annum                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | <b>Grade:</b> 3                                                   |
| <b>Service:</b> IT Services                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | <b>Location:</b> Elephant and Castle                              |
| <p><b>Who are PMO &amp; IT Services?</b></p> <p>IT Services provides network and infrastructure (including computers, mobiles and applications) to UAL to support the work done by students and staff.</p> <p>The PMO and IT Services support team provide support and assurance services across the portfolio of programmes and projects managed by the Programmes and Projects Team.</p> <p>Admin support to IT Services is also provided.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                                                                   |
| <p><b>What is the purpose of the role?</b></p> <p>The main objectives are to provide an effective and efficient administration support service for ITS Associate Directors and a comprehensive, customer-focused, professional, quality service across the department to all ITS staff. To actively participate in the ongoing development and implementation of the ITS Admin service in conjunction with the ITS Information and Administration Manager.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                                                                   |
| <p><b>Duties and Responsibilities</b></p> <ol style="list-style-type: none"> <li>1. Provide PA support to the 3 ITS Associate Directors (e.g. diarising, filing, room bookings, collating meeting papers, formatting documents, ad hoc requests etc.)</li> <li>2. Assist the Recruitment Administrator with the recruitment process where required.</li> <li>3. Organise staff development activities as required such as booking staff onto courses, log attendance and collate and review the evaluations.</li> <li>4. Welcome all new starters and go through the induction process with them. Regularly review and develop the content of the local induction programme. Ensure network and email accounts are set up for new starters and arrange ID badges. Communicate new starter details to the IT Team.</li> <li>5. Draft communication documentation for department as required.</li> <li>6. Arrange and service a variety of meetings and committees as required including sending invites, booking rooms, booking and setting up equipment, preparing agendas, circulating papers, taking minutes and ensuring catering and location arrangements are in place. Track and chase progress of actions from meetings where appropriate</li> <li>7. Support the IT team in discharging health and safety responsibilities and ensuring that the IT department has sufficient Fire Marshals and First Aiders. Coordinate and organise evacuation chair training sessions and refreshers, assist in monthly H&amp;S walk arounds and provide IT SMT with lists of concerns for cascade to their respective teams.</li> </ol> |                                                                   |

8. Develop and maintain good working relationships with Facilities Management and other members of Estates as required, reporting local office issues as they arise and representing the department as appropriate. Assist with organising and planning office moves.
9. Act as a welcoming first point of contact in person, by telephone etc.; receiving visitors and arranging hospitality as appropriate; relaying accurate messages and dealing with enquiries in a timely manner.
10. Monitor and purchase stationery and equipment. Make travel arrangements as required, in line the University's policies and procedures, as laid down in the Financial Regulations. Assist the IT Finance Officer and liaise with the University's Finance Department as appropriate.

### **General**

11. Assume other reasonable duties consistent with your role, as determine by the ITS Information and Administration Manager which may be assigned to you anywhere within the University.
12. Undertake health and safety duties and responsibilities appropriate to the role.
13. Work in accordance with the University's Equal Opportunities Policy and the Staff Charter, promoting equality and diversity in your work.
14. 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.
15. 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.
16. Conduct all financial matters associated with the role accordance to the University's policies and procedures, as laid down in the Financial Regulations.

### **Key Working Relationships**

- CIO
- ITS Information and Administration Manager
- Associate Directors, IT Services
- IT Senior Management Team
- IT University Services Operating Group
- IT College Operating Group
- Programme and Project Teams IT Service staff
- IT Services Engagement Team
- Finance staff and other key stakeholders
- Estates Department

### **Specific Management Responsibilities**

Budgets: None

Staff: None

Other (e.g. accommodation; equipment): None

**PERSON SPECIFICATION**

|                                     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
|-------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Specialist Knowledge/Qualifications | Educated to Degree level or equivalent, or relevant experience.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| Relevant Experience                 | <p>Experience working in an administrative capacity with ability to manage own time effectively.</p> <p>Demonstrative ability of interpersonal skills, with a customer-focussed approach and the ability to maintain confidentiality, acting with tact and diplomacy.</p> <p>Applies skill, knowledge and experience to area of work and seeks opportunities to improve services; is used as a point of specialist reference by others.</p> <p>Commitment to own development and to continuous personal and professional development, through effective use of appraisal scheme and staff development processes, such as those in place at the UAL.</p>                                                                                                                                                                                                                                                                                                                                                                                                        |
| Communication Skills                | <p>Ability to provide oral and written information clearly and concisely with excellent interpersonal skills, including the ability to explain complex matters to a variety of audiences adapting communication and media to meet customers' needs.</p> <p>Ability to develop and contribute to internal and external networks, actively seeking to build productive relationships, share information and ideas and improve working practices.</p> <p>Understands and explains technical/specialist terms commonly in use in own area of work, conveying information of a complex, conceptual and specialist nature adapting communication and media to meet customers' needs and identify ways of improving standards.</p> <p>Ability to apply attention to detail, to ensure that information is recorded, monitored and analysed appropriately.</p> <p>Uses appropriate levels of IT skills to enable best use of available information and communications as necessary for the post: MS Office, Intranet/Web/Internet, Electronic Diary, MS SharePoint</p> |
| Research, Teaching and Learning     | Ability to provide guidance and support to small groups of staff to aid their understanding of e.g. systems, policies, etc.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |

|                                            |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
|--------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Customer Service                           | <p>Provides a positive and responsive customer service.</p> <p>Ability to deal with difficult situations and confidential matters according to policy and procedures, referring to others where necessary and appropriate.</p> <p>Ability to undertake health and safety duties and responsibilities appropriate to the post.</p> <p>Commitment to the University's Equal Opportunities and Diversity Policy together with an understanding of how it operates within the responsibilities of the post.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| Planning and Managing Resources            | <p>Ability to create realistic plans to achieve own deadlines and objectives and those of the department, effectively managing workload and prioritising own work.</p> <p>Plans, prioritises and organises work to achieve objectives on time.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| Teamwork                                   | <p>Experience of working as a member of a team, providing advice, support, and cover where needed.</p> <p>Works collaboratively in a team and where appropriate across or with different professional groups.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| Creativity, Innovation and Problem Solving | <p>Ability to distinguish between the need to make a decision and when to defer, also contributes to the decision making of others by providing relevant information and advice; challenging the decisions of others as necessary.</p> <p>Ability to establish basic facts by carrying out appropriate enquiries and analyse problems to identify their cause, considering all possible solutions to identify those which offer wider benefits.</p> <p>Ability to set up and maintain accurate records, and analyse data, identifying patterns and trends through effective use of management information such as KPIs or equivalent.</p> <p>Ability and willingness to be flexible and to adapt to change and use initiative or creativity to resolve problems.</p> <p>Ability to actively participate in the ongoing development and implementation of the ITS Administrative service in conjunction with the ITS Information and Administration Manager.</p> |

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: **June 2018**