

JOB DESCRIPTION	
Job title: Office and Administration Manager	Accountable to: Associate Director, IT Services
Contract length: Permanent	Hours per week: 35 Weeks per year: 52
Salary: £34,943 to £45,221	Grade: 4
Service: IT Services	Location: Elephant and Castle
IT Services University IT Services provides the IT network, infrastructure and support for UAL. This includes computers and mobile devices, and applications to support the work of staff and students. In addition the department manages a large portfolio of business change projects. The department consists of 150 staff.	
What is the purpose of the role? <ul style="list-style-type: none"> This role is responsible for managing the IT Services' office environment, managing the administration service and the department's information management responsibilities. The role holder will: <ul style="list-style-type: none"> Provide a customer focused administration service for the whole of the IT Services department Be the Office Manager for the department ensuring the smooth running of the office environment on a day-to-day basis Be the Local Information Manager (LIM) for the IT Services department, providing guidance to the whole department on information and data management best practice, processing Freedom of Information and Subject Access Requests allocated to IT Services, and working with projects to help them understand General Data Protection Regulation (GDPR) needs Be responsible for the administrative services provided to the IT governance groups: e.g. forums and steering groups and IT Senior Management Team (SMT) Be responsible for internal department communications and updates to IT staff Support collaboration across IT Services including promoting the use of appropriate tools 	
Duties and Responsibilities <ul style="list-style-type: none"> Provide a customer focused administration service across IT Services. <ul style="list-style-type: none"> Manage the IT Services Administration Team (currently 1 direct report) Continuously update and deliver Induction sessions for all new starters and administer the Induction process for all staff across IT Services Maintain and continuously develop the IT Admin Helpful Hub on SharePoint to provide relevant and useful information to the department Purchasing of all stationery and office equipment and monitor the stationery budget Responsible for ensuring the PA requirements of the CIO and Associate Directors are being fully met by the Administration team. Provide a departmental administration service to meet the needs of the department i.e. supporting visitor arrangements, booking travel, organising internal and external events, supporting recruitment interviews etc. 	

- Under direction of IT Senior Management Team members, lead the organisation of IT Services departmental away days.
- Oversee the provision of training for IT Services
 - Create annual departmental training plans, working with IT Associate Directors to create prioritised training needs for the department
 - Assess and produce options on how the department can gain the most value from the training budget
 - Book external training, monitor the budget and maintain the training spreadsheet.
- Support the IT Services senior stakeholder meetings, for example: IT Senior Management Team, Asset Steering Board and any other groups as they emerge:
 - arranging the meetings to ensure maximum attendance, developing agendas with the Chair, taking and distributing minutes, following up actions
 - supporting the Chair of the group to ensure these meetings are effective
- Support the updating and review of the departmental risk and issue register
- Be the Local Information Manager for the IT Services department, providing guidance to the department on information management standards and best practice:
 - Co-ordinate Freedom of Information and Data Protection Act Subject Access Requests allocated to IT Services, supporting the CIO to ensure these are processed in good time
 - Co-ordinate with other Local Information Managers on information security incidents / DPA breaches
 - Attend the Local Information Manager Network, working with the University Records Manager to keep up to date with legislation and university guidance
- Provide advice to IT Services colleagues on information management good practice:
 - Raise information management and GDPR awareness across IT Services
 - Promote the use of appropriate information and document management repositories and collaboration tools to meet the needs of IT Services
- Work with colleagues to support the communication of important information across the department.
- Work with IT Senior Management to support collaboration across the department including social networking events and appropriate use of tools
- Working with the Estates Department to ensure that:
 - the office environment is maintained to the highest possible standard
 - liaise with Estates and Facilities Managers to deal with reactive and proactive facilities issues and maintain a local defect register; chasing resolution of issues
 - Health and safety standards are maintained and risk assessments conducted along with regular Health and Safety walk rounds, liaising with the Health and Safety Advisor and conducting regular office tidy ups and organising the disposal of redundant equipment
 - adequate provision for fire wardens, evacuation chair operators and first aiders are in place

<ul style="list-style-type: none"> ○ attend fortnightly Building User Group meetings and the Elephant & Castle Health and Safety Committee as a representative of IT Services ○ provide Office Manager support and continuous improvement of the office environment including researching and purchasing office furniture, space planning and desk set up for new starters and any other Office Manager tasks as required • Maintain the register of Flexible Working arrangements • To perform such duties consistent with your role as may from time to time be assigned to you anywhere within the University • To undertake health and safety duties and responsibilities appropriate to the role • To work in accordance with the University's Equal Opportunities Policy and the Staff Charter, promoting equality and diversity in your work • To personally contribute towards reducing the university's impact on the environment and support actions associated with the UAL Sustainability Manifesto (2016 – 2022) • To 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 • To 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 • To conduct all financial matters associated with the role in accordance with the University's policies and procedures, as laid down in the Financial Regulations <p>Other Conditions</p> <ul style="list-style-type: none"> • You may be required to travel to other sites as necessary.
<p>Key Working Relationships</p> <ul style="list-style-type: none"> • CIO • IT Services staff • Associate Directors, IT Services • IT Senior Management Team • IT Security Manager • University Records Manager • Local Information Manager (LIM) Network • Finance staff • Estates Department • Health and Safety Advisor • Room Bookings • PA and Admin roles across UAL
<p>Specific Management Responsibilities</p> <p>Budgets: Monitor the stationery and training budgets</p> <p>Staff: IT Services Administrator</p> <p>Other (e.g. accommodation; equipment): Equipment for IT Services Department</p>

PERSON SPECIFICATION	
Specialist Knowledge/Qualifications	<p>Working knowledge of Data Protection legislation (desirable)</p> <p>Working knowledge of information management best practice</p> <p>Working knowledge of office health & safety regulations (desirable)</p>
Relevant Experience	<p>Experience of providing an administration service</p> <p>Experience of managing an office environment</p> <p>Experience of co-ordinating governance meetings</p> <p>Proficient in MS Office (Office 365 including Word, PowerPoint, Outlook, SharePoint, OneDrive)</p> <p>Experience of maximising value from information and collaboration tools (e.g. SharePoint, intranet) (desirable)</p> <p>Experience of supporting colleagues with data protection standards, responding to freedom of information and subject access requests (desirable)</p>
Communication Skills	Communicates effectively orally, in writing and/or using visual media.
Leadership and Management	Motivates and leads a team effectively, setting clear objectives to manage performance
Professional Practice	Contributes to advancing professional practice/research or scholarly activity in own area of specialism
Planning and Managing Resources	Plans, prioritises and organises work to achieve objectives on time
Teamwork	Works collaboratively in a team and where appropriate across or with different professional groups.
Creativity, Innovation and Problem Solving	Uses initiative or creativity to resolve problems

The application form sets out a number of competence questions related to these selection criteria. Shortlisting will be based on your responses to these questions.