

RECRUITMENT PACK

This document includes the following information:

- Job Description
 - Person Specification
 - Additional information
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Making an application:

When completing the on-line application form you will be asked to answer questions to help you demonstrate how you meet the requirements of the post. Your answers will be used at the shortlisting and interview stages of the recruitment process. We therefore recommend that you take a copy of this recruitment pack to help with your preparation.

NOTE: You don't have to answer the questions in one attempt, but can save your incomplete application and return to it at another time. You may want to draft your answers using Microsoft Word and then copy your text into the application form. Please be aware that formatting (e.g. underline, bold, bulleting) will be lost in this process. If you are using an Apple product you will need to use an alternative web browser to Safari such as Google Chrome.

- Links to Guidance Notes and Frequently Asked Questions can be found on the Search Results page. These pages will open in a new window.
- **We recommend that you take a copy of this recruitment pack to help with your preparation.**

A commitment to sustaining an inclusive and diverse community is one of the University's Core Values and we are keen to address any imbalances in our workforce.

The University of Essex is proud to be part of the Disability Confident scheme and is committed to supporting diversity and equality, representative of our inclusive community. As part of our commitment to this scheme any candidate who has a disability and meets all the essential criteria for the role will be offered an interview. We also work in partnership with national disability organisation [DisabledGo](#) who provide detailed online access guides to many of our campus buildings and facilities which you may find useful.

Please note: We are only accepting on-line applications for this post. However, if you have a disability that makes it difficult for you to provide us with information in this way, please contact the Resourcing Team (01206 876559) for help.

Closing Date: 21 October 2018

Interviews are planned for: TBC



JOB DESCRIPTION – Job ref REQ01963

Job Title and Grade:	Administrative Assistant Grade 4
Contract:	Permanent, Part-time
Hours:	21 hours per week
Salary:	£19,202 - £22,017 per annum, pro rata
Department/Section:	Communications and External Relations
Responsible to:	Director of Communications and External Relations
Reports on a day to day basis to:	Deputy Administrative Officer
Purpose of job:	To provide administrative support to a dedicated team within Communications and External Relations and on a rota basis working on the University's visitor reception and main switchboard.

Duties of the Post:

The main duties of the post will include:

1. Dealing with enquiries via email, telephone, face to face and by letter.
2. Raising purchase orders via Unit4 Business World and arranging payment of invoices.
3. Accurate records management including data imputing, scanning and uploading of documents onto University databases.
4. Arranging meetings and assisting with event management and associated duties including room booking, travel booking and ordering of catering.
5. General oversight of the office environment including ordering of consumables, reporting issues, liaising with the University's Estates teams.
6. Assisting with Health and Safety including annual Health and Safety inspections and record keeping.
7. Identifying potential improvements to administrative services and contribution to process reviews with the aim of increasing effectiveness.
8. On a rota basis providing reception and switchboard services at the University's visitor reception based in our Silberrad Student Centre; acting as a first point of contact for University stakeholders, ensuring an excellent customer service experience to all. When working on visitor reception, responsibility for booking campus tours for prospective students via the University's CRM system.

Any other duties as may be assigned from time to time by the Head of Department of Communications and External Relations or their nominee.

These duties are a guide to the work that the post holder will initially be required to undertake. They may be changed from time to time to meet changing circumstances.



Terms of Appointment:

For a full description of the terms of appointment for this post please visit:

<https://www.essex.ac.uk/staff/employment-policies-procedures/my-contract>

October 2018

PERSON SPECIFICATION

JOB TITLE: Administrative Assistant

Qualifications /Training

	Essential	Desirable
▪ Minimum of 5 GCSEs (or equivalent) at Grade A-C including in English and Mathematics	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ Qualifications in Microsoft Office applications or equivalent experience	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Experience/Knowledge

	Essential	Desirable
▪ Relevant administrative experience including working in a busy and complex environment	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ Experience of using Microsoft Office	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ Experience of prioritising workload to deal with a range of varied and competing tasks	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Skills/Abilities

	Essential	Desirable
▪ Excellent administrative and organisational skills	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ The ability to communicate effectively with University stakeholders	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ Excellent customer service skills and a commitment to collaborative working	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ The ability to act with discretion and to maintain confidentiality	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ Ability to use own initiative and be pro-active	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ A high standard of accuracy and attention to detail	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ Ability to work independently with minimal supervision, to stay calm under pressure and work effectively as part of a team	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ Excellent IT skills	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ A flexible approach to work and willingness to assist colleagues as and when required e.g. to provide cover for absence.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ Reliability, dependability and good timekeeping	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ Ability to build and maintain positive working relationships with colleagues in order to increase efficiency and facilitate good communication	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Other

	Essential	Desirable
▪ Ability to meet the requirements of UK 'right to work' legislation*	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ Availability to occasionally work evenings and weekends at University events	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ Willingness to work at all three campuses (Colchester, Loughton, Southend)	<input type="checkbox"/>	<input checked="" type="checkbox"/>
▪ A can do attitude and willingness to take on new tasks and learn new skills	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ An interest in acquiring an understanding of the structure and organisation of Communications and External Relations, the University	<input checked="" type="checkbox"/>	<input type="checkbox"/>



of Essex and an interest in the wider Higher Education environment		
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* The University has a responsibility under the Asylum, Immigration and Nationality Act 2006 to ensure that all employees are eligible to work in the UK. Prior to commencing employment, the successful candidate will be asked to provide documentary evidence to this effect. Please note that the University will not be able to issue a Tier 2 Certificate of Sponsorship for this post. For further information about UK immigration requirements please follow this link <https://www.gov.uk/government/organisations/uk-visas-and-immigration>

October 2018

ADDITIONAL INFORMATION

Communications and External Relations

You can find more information about the department at the following link:

<https://www1.essex.ac.uk/cer/>

General information

Informal enquiries may be made to Helen Quinn Deputy Administrative Officer (hamy@essex.ac.uk). However, all applications must be made online.

People Supporting Strategy

Please find a link to the People Supporting Strategy below:

<https://www.essex.ac.uk/-/media/documents/directories/human-resources/people-supporting-strategy.pdf>

Pay and benefits

We advertise our salaries on a range to indicate the trajectory of progression that can be made. Appointments are usually made at the start of the salary range. The university salary structure includes automatic pay progression within the published grades, subject to service and performance. In addition to this, there are performance related annual pay review schemes in place.

As an employer we offer a range of benefits and a commitment to career development and equal opportunities in an environment that both reflects and creates a rich interaction of people, disciplines and ideas.

- Pension scheme
- Generous holiday entitlement
- Competitive salaries
- Training and development
- Family friendly policies
- On campus childcare facilities, for more information visit www.wivenhoeParkDayNursery.co.uk
- Relocation package for qualifying staff
- Interest free season ticket loan
- Range of optional salary exchange tax benefits (pension, childcare and bicycle schemes)

This document is produced by:

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