

RECRUITMENT PACK



This document includes the following information:

- Job Description
- Person Specification
- Additional information

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 AccessAble 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: 04 June 2019

Interviews are planned for: Week commencing 17 June 2019

Expected start date: As soon as possible



JOB DESCRIPTION – Job ref REQ02706

Job Title and Grade:	Administrator Grade 4
Contract:	Permanent, Full-Time
Hours:	36 hours per week
Salary:	£19,202 - £22,017 per annum
Department/Section:	Academic Section, Student Life
Responsible to:	Academic Registrar
Reports on a day to day basis to:	Senior Wellbeing Manager (Inclusion) Senior Wellbeing Manager (Community Development) Student Services Manager
Purpose of job:	To undertake administrative functions for the service, specialising in support for specialist advice and guidance teams. To provide excellent services to support students.

Duties of the Post:

The main duties of the post will include:

1. To provide information and an initial response to enquiries relating to students by email, telephone, in writing or in person. This can include processing applications (e.g. Residence Life volunteers or funding applications). From time to time this may involve individuals who are distressed or in a state of stress.
2. To provide high quality administrative support for functions and projects managed by the team, including administration of processes relating to the support of students and accurate and timely updating of relevant databases and systems.
3. To foster and maintain excellent and productive working relationships with key contacts associated with the work of the team, within the University, Students Union and externally and to support the delivery of proactive awareness raising activity and promotion
4. To support the communication of the department, including production of communication materials and content as required, across various media and leading on application of Academic Section frameworks in this area. To gather, collate and update information relating to provision for current and new students – working with colleagues to ensure that accurate information is available on our web pages to support the student journey
5. To produce regular reports providing information on our activity from our databases and other systems. Respond to Freedom of Information Requests using the data held by the service.
6. To contribute to the regular review and enhancement of the work of the team with a view to continuous improvement, working collaboratively with colleagues across the institution as appropriate. This may include assisting with the development and maintenance of systems to support centralised recording and monitoring of student facing processes and with data capture and monitoring processes.
7. To undertake tasks in a timely, professional and efficient manner, ensuring completion to deadline, reorganising or reprioritising work as appropriate.
8. To administer initiatives to provide information and support designed to promote the student experience throughout the student lifecycle, including through pre-induction or induction events, newsletters, publicity and promotion of events etc

9. To check and amend data files that are provided to statutory bodies, liaising with regulatory bodies as necessary in relation to data.
10. To gather, collate and update information relating to provision for current and new students – working with colleagues to ensure that accurate information is available on our web pages to support the student journey.
11. To raise orders and invoices through the university finance systems and in accordance with appropriate regulations
12. To provide diary management and administrative support to relevant senior staff, including support for critical incident management as required.
13. To support the Student Wellbeing and Inclusion Team including assessing the nature and urgency of queries, ensuring that students receive appropriate support from the right point of contact in a timely manner.
14. To provide administrative support for a range of meetings. This may involve arranging meetings, refreshments and room bookings as well as taking and circulation of minutes
15. To play an active role in administrative duties which contribute to the support of students including student casework administration and central filing, scanning documents for electronic storage, archiving, data input, production of correspondence, sorting and distributing post. This requires exposure to confidential and sensitive information.
16. To ensure personal understanding of team goals, aims and objectives and how they fit in with the Directorate and the Section overall, and to support their delivery within that context.
17. To provide back up to other members of the administrative team as required.
18. To attend team meetings as required and contribute to team projects, including identifying ways to improve services to students.
19. Any other duties as may be assigned by the Academic Registrar or their nominee.

These duties are a guide to the work that the post holder will initially be required to undertake. They may form a greater or lesser part of the day-to-day role dependant on the team with which the administrator primarily works and 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>

May 2019

PERSON SPECIFICATION

JOB TITLE: Administrator

Qualifications /Training

	Essential	Desirable
▪ A good standard of education including 5 GCSEs (grades A-C) or equivalent, including English Language and Mathematics	<input checked="" type="checkbox"/>	
▪ A Levels or NVQ level 3 qualification or substantial equivalent experience		<input checked="" type="checkbox"/>
▪ A relevant administrative or equivalent qualification		<input checked="" type="checkbox"/>

Experience/Knowledge

	Essential	Desirable
▪ Experience of acting as a first point of contact for enquiries taken either face to face, by phone, or via email.	<input checked="" type="checkbox"/>	
▪ Experience of working with students in higher education and an understanding of issues facing them		<input checked="" type="checkbox"/>
▪ Experience of working with people from diverse backgrounds, a commitment to equality and diversity.	<input checked="" type="checkbox"/>	
▪ Experience of successfully working on time dependant projects to meet targets and deadlines	<input checked="" type="checkbox"/>	
▪ Experience of producing and communicating information via a variety of sources including websites, posters, social media and email.		<input checked="" type="checkbox"/>
▪ Experience of arranging and minuting meetings		<input checked="" type="checkbox"/>
▪ Experience of providing Personal Assistant or similar support		<input checked="" type="checkbox"/>

Skills/Abilities

	Essential	Desirable
▪ Excellent customer service skills	<input checked="" type="checkbox"/>	
▪ First class time management and organisational skills and the ability to deal effectively with multiple priorities to meet deadlines.	<input checked="" type="checkbox"/>	
▪ Strong administrative skills and the ability to work within, establish and improve systems	<input checked="" type="checkbox"/>	
▪ Good levels of numeracy and the ability to interpret complex information	<input checked="" type="checkbox"/>	
▪ Excellent attention to detail and accuracy	<input checked="" type="checkbox"/>	
▪ High levels of IT literacy especially in Microsoft Office, with demonstrable competency in Word, Outlook and Excel.	<input checked="" type="checkbox"/>	
▪ Excellent communication and interpersonal skills, particularly active listening, and the ability to write clearly and concisely for various audiences	<input checked="" type="checkbox"/>	
▪ The ability to work with a minimum of supervision and contribute positively to a team, and to provide flexible support to colleagues	<input checked="" type="checkbox"/>	
▪ Ability to respond appropriately to people in distress and to stay calm under pressure	<input checked="" type="checkbox"/>	
▪ Ability to work sensitively with confidential information	<input checked="" type="checkbox"/>	



Other

	Essential	Desirable
▪ Ability to meet the requirements of UK 'right to work' legislation*	<input checked="" type="checkbox"/>	
▪ Ability to travel to other campuses occasionally (e.g. to support registration, recruitment)	<input checked="" type="checkbox"/>	

* 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>

ADDITIONAL INFORMATION

Student Support

You can find more information about the department at the following <https://www1.essex.ac.uk/students/contact/default.aspx>

General information

Informal enquiries may be made to Angela Jones Head of Student Support (telephone: 01206 4638 e-mail: dss@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 support package for qualifying staff
- Interest free season ticket loan
- Range of optional salary exchange tax benefits (pension and bicycle schemes)

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