

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 [DisabledGo](http://DisabledGo.com) 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 (01206-874588/873521/873461) for help.

Closing Date: 28 August 2018

Interviews are planned for: w/c 10 September 2018

Produced by:
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University of Essex Campus Services Limited (UECS) is a wholly owned company of the University of Essex. Please note that this post is being advertised by the University on behalf of UECS and some aspects of the information provided on the University recruitment website will not apply to this appointment. The Terms of Appointment relating to this post are published on the website alongside this document.

Data Protection: UECS shares recruitment data with the University of Essex who provide human resources services.

JOB DESCRIPTION – REQ01677

Job Title and Grade:	Event Essex Administrative Assistant Grade B
Contract:	Permanent, Full-time
Hours:	38 hours per week
Salary:	£17,275 per annum
Department/Section:	UECS / Event Essex
Responsible to:	Event Essex General Manager
Reports on a day to day basis to:	Finance and Administration Supervisor
Purpose of job:	The Event Essex Administrative Assistant will provide support to Event Essex, the conference and events sales and organising service of the University including Conference Colchester.

Duties of the Post:

The Event Essex Administrative Assistant will need the ability to adapt to changing priorities and will be responsible for carrying out varying duties. The main duties of the post will include:

IT and Computer systems

- Maintain accurate records of computer purchases and maintenance contracts for Event Essex
- Maintain staff training database for Event Essex
- Assisting the configuration and maintenance of KX booking system
- Delegated responsibility for maintaining and promoting Event Essex on social media for both campuses

Internal Hotel Bookings

- Making hotel and accommodation bookings using the KX residential module
- Responsible for ordering services from local hotels
- Invoicing internal customers for hotel bookings
- Processing hotel payments

Internal Catering Bookings

- Processing requests and amendments for delivered catering bookings and conferences using the KX Catering module
- Invoicing internal customers for catering bookings
- Raising sales orders on the Agresso finance system for external customers

Assisting with booking of the campus self-catering facilities and Graduation accommodation at both Colchester and Southend campuses

- Manage online bookings and bedroom allocations
- Respond to enquiries: reply and send brochures and booking forms

- create and manage bookings and produce invoices using KX event management system
- Assist with the management of accommodation bookings through other external mediums across both campuses
- Assist with the recruitment, training & mentoring of temporary summer staff

Office and Data Administration

- Data input for client databases including Access and KX, mail merge, mail outs in KX to generate leads
- Checking and ordering of supplies for the conference office and conference reception: stationery, print, crockery, work wear
- Assisting in the booking of seminar rooms, sports facilities, catering and allocating bedrooms for conferences and events
- Assisting the Event Essex team with on the day support and client liaison for conferences and events
- Delegated responsibility for ordering services from internal departments external ancillary services for Conference Colchester and raising purchase orders using the Agresso finance system up to an annual budget of £200,000
- Providing administrative support for all areas of Event Essex as appropriate
- Taking messages legibly and delivering them promptly in person and by phone
- Mailings and photocopying
- Collection or delivery of supplies and post
- Where necessary assisting with market research for Event Essex in collaboration with the Business Development Manager

Financial Administration

- Assisting with daily banking and reconciling of all takings using KX
- Assisting with reconciling of daily and monthly merchant statements for credit card machine and online payments
- Assisting with the maintenance of purchase order files relating to expenditure

Any other duties as may be assigned from time to time by the Head of Department of Events Essex 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/working-at-essex/uecs-staff>

August 2018

PERSON SPECIFICATION

JOB TITLE: Administrative Assistant

Qualifications /Training

	Essential	Desirable
▪ A good working knowledge of, or qualifications in Word and other Microsoft packages including Outlook	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ GCSE's grade A-C or equivalent including in Mathematics and English	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Experience/Knowledge

	Essential	Desirable
▪ Experience of working in a conference/hospitality environment	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ Experience of data input	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ Experience of working with International clients	<input type="checkbox"/>	<input checked="" type="checkbox"/>
▪ Experience of working with databases and mail merge	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ Relevant administrative experience in a fast paced environment	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Skills/Abilities

	Essential	Desirable
▪ Excellent interpersonal skills with the ability to communicate effectively with people at all levels; internally and externally	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ Excellent customer service skills and awareness	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ Excellent organisational skills, with the ability to plan ahead, work to deadlines, manage and prioritise own workload and that of others	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ Ability to work independently and as part of a team	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ Ability to deal effectively with multiple priorities	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ Ability to impart and record information clearly and accurately	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Other

	Essential	Desirable
▪ Awareness of Southend and Colchester Campus	<input type="checkbox"/>	<input checked="" type="checkbox"/>
▪ Ability to meet the requirements of UK 'right to work' legislation*	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ Willingness to work outside of office hours when required	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ Well presented, articulate and confident	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ Reliability and good timekeeping	<input checked="" type="checkbox"/>	<input type="checkbox"/>



University of Essex Campus Services Limited

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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>

University of Essex Campus Services Limited

ADDITIONAL INFORMATION

UECS – Event Essex

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

www.eventessex.ac.uk

General information

Informal enquiries may be made to Elisa Aylott, Event Essex General Manager (telephone: 01206 872370 e-mail: e.aylott@essex.ac.uk). However, all applications must be made online.

Benefits

▪ competitive salaries	▪ training and development
▪ childcare facilities/vouchers	▪ generous holiday scheme

Campus Services will focus on 5 core principles:

1. To develop and operate the commercial facilities at the University of Essex with the highest standards of customer care and value for money to enhance the student and staff experience.
2. To collaborate with Academic Departments and Professional Services.
3. To engage actively with the local and regional community to further the reputation of the University of Essex.
4. To champion a team culture with succession planning and remuneration firmly anchored on performance.
5. To deliver annual growth in surplus for the University of Essex.

Campus Services

Created in 2010, the Campus Services directorate brings together existing staff and student commercial services, with a combined turnover of £21m and total staff of over 230 full-time equivalents. Services delivered under the Campus Services umbrella are critical to enabling the University to deliver the objectives in its strategic plan – improving the student experience, facilitating growth and improving the financial performance of the University.

Some business units within Campus Services – Event Essex, Print Essex and Wivenhoe Park Day Nursery – are part of University of Essex Campus Services Limited, a wholly owned subsidiary of the University of Essex.

Accommodation Essex

Accommodation Essex contributes to a positive student experience by providing a safe and supported environment in which students can develop personally and academically. The University of Essex offers a wide range of accommodation suited to a variety of needs all within walking distance of the academic departments and campus facilities at both Southend and Colchester campuses.

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

<http://www.essex.ac.uk/accommodation/>

Essex Sport

The Colchester Campus Sports Centre offers excellent indoor and outdoor facilities including the £1.4 million Evolve gym and fitness rooms. At the Southend Campus there is the Evolve Gym and a wide range of opportunities to participate in sport, exercise and health at great value for students, staff and the local community.

Wivenhoe House Hotel

Wivenhoe House is a four star country house hotel, set in parkland on campus. It is also home to the Edge Hotel School.

Essex Food

Through their many catering outlets and delivered hospitality service, Essex Food provides a professional and courteous customer led service to students, staff and visitors. The promotion of a nutritious, and value for money hospitality service, together with respect and dignity for customers and staff are the cornerstones of their business.

Event Essex

Event Essex promotes the vast range of University of Essex conference, meeting and event venues in Colchester and Southend to businesses and public sector organisations locally, regionally and nationally. The dedicated team offers an expert event planning and co-ordination service.

Print Essex

Print Essex provides a high quality design, copy and print service at competitive prices to all users, both on and off campus.

Wivenhoe Park Day Nursery

Set in the peaceful surroundings of Wivenhoe Park, the purpose built Wivenhoe Park Day Nursery offers outstanding day care to children from 3 months to 5 years, as well as holiday clubs for children from 5-11 years. Places are open to all, including the public.

everythingEssex

In 2011, Campus Services began co-ordinating official University of Essex merchandise and gifts. This exciting project included product development and improving routes to market. Merchandise is available on the **everything Essex** outlet at the Colchester campus or on-line at <http://www.essex.ac.uk/everythingessex/>

Further information on Campus Services can be found via www.essex.ac.uk/uecs.

University of Essex Campus Services Limited

The successful candidate will be employed by University of Essex Campus Services Limited, a wholly owned subsidiary of the University of Essex. The company was established to manage the commercial operations at the University of Essex. The terms of employment for this role are specific to University of Essex Campus Services Ltd.

The University of Essex – a profile

The University of Essex was founded in 1964 when it opened its doors to a cohort of just 122 students. Since then, we have grown in both reputation and size. There are now more than 10,000 students studying at three campuses - in Colchester, Southend and Loughton (East 15 Acting School). All academic activity is organised into three faculties – Humanities, Science and Health and Social Sciences.