

Departmental Administrator

As the Department's administrator, you will have responsibility for managing a variety of duties within a busy office environment, and ensuring the smooth operation of a customer-focused department

You will require excellent communications skills, an aptitude for prioritising a demanding workload and high levels of tact and diplomacy. You will also need solid IT skills, with the ability to competently use email, Word and various databases. You'll need to be accurate and attentive, with a good eye for detail.

Closing date: Sunday 17 Sep 2017

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Job details

Salary	Band 3, £16,654 to £18,263, with opportunity to progress to £19,850 pa
Hours	Full time, 37 hours a week
Start	As soon as possible
Duration	Permanent
Responsible to	To be confirmed
Responsible for	n/a
Interview date	To be confirmed

Communications & Participation

For more information about the department visit the [Communications & Participation website](#).

Meet the team

Background

We strive to be an outstanding university at which to be both a student and a member of staff. We concentrate on working together as a whole University, to create an environment in which people thrive, placing great importance on combining enduring human values with professionalism. We have a national reputation as a very friendly community, where both staff and students feel genuinely valued and empowered to make a meaningful contribution.

We are one of the fastest growing universities in the UK. Over the past decade, the number of students choosing to shape their future at the University of Worcester has more than tripled. We are now a community of over 10,000 students and 1,000 staff members, drawn from over 60 countries and a wide variety of disciplines, including nursing and health, teacher training and education, biological science, business, arts, humanities, psychology, law, sports science, management and more.

Working At Worcester

The University of Worcester is a great place to work – a dynamic crucible where new ideas are forged. Our culture is open, engaged, and inclusive, an excellent environment in which to make more of your own rich potential.

As a University that seeks to make a transformative contribution to our world through inspirational teaching and illuminating research, we recognise that our staff and their collective talent are our greatest asset in the pursuit of excellence.

We are committed to offering our staff the creative combination of challenge, opportunity and support which is needed to grow personally and professionally. Having the best people work at the University is central to the University's ongoing and future success. We offer you a comprehensive induction, extensive staff development opportunities and a wide range of benefits including generous holiday allowance, pension scheme and access to excellent facilities. We want you to get the most out of working here and to develop alongside us.

Life extends beyond work. The well-being of staff and their families is important to us, as exemplified by our many resources for families, including an on-campus nursery. Staff can also access the University's wide array of sports, educational and leisure facilities, giving you easy on-site access to activities and classes.

The Communications and Participation Department

The Communications and Participation Department is responsible for all aspects of reputation management within the University of Worcester, liaising with a wide variety of internal and external contacts to maximise recruitment and to raise the profile of the organization.

Main duties

1. To be the main point of contact for the Communications & Participation Department. You must demonstrate a confident, professional and efficient approach and be able to exercise sound judgement in directing calls and visitors as appropriate.

2. To deal with a wide range of urgent and often confidential matters in a pressurised environment and be able to cope with swiftly changing priorities.
3. To work effectively as part of a team and provide administrative support for colleagues.
4. To manage the database (containing prospective student details), liaising with other departmental staff and users across the University as needed.
5. To support the organisation of and delivery of recruitment and corporate events as required, sometimes outside of core working hours; time off in lieu will be given.
6. To undertake and analyse reports relation to key aspects of the department's work, including Open Day figures.
7. To raise purchase orders required by the department and work with the Director of Department to monitor the accounts.
8. To coordinate the timely dispatch of prospectuses and other materials to prospective students.
9. To monitor and manage stock levels for departmental materials, including publications, display equipment (i.e. banner stands) and office supplies.
10. To word process various documents, including presentations, reports and letters to a high standard using Microsoft Office (Word, Excel and Powerpoint) as appropriate.
11. To book travel arrangements for the department, including car hire, hotels and trains.
12. To keep an accurate and up-to-date record of annual and sick leave taken by members of the department.
13. To manage the Student Ambassador scheme, including recruitment of new ambassadors, managing training, managing the database, allocating work, supervising time sheets and assessing performance.
14. To undertake specific administrative duties/projects as designated by the Director of Communications & Participation.
15. To undertake other duties from time to time commensurate with the grade of the post.

*Maintain personal and professional development to meet the changing demands of the job; participate in appropriate training activities and encourage and support staff in their development and training.

*Take steps to ensure and enhance personal health, safety and well being and that of other staff and students.

*Carry out these duties in a manner that promotes equality of opportunity and supports diversity and inclusion, and takes into account the University's commitment to environmentally sustainable ways of working.

Person specification

Please provide evidence of how you meet each of the essential criteria

Essential Criteria

1. Excellent IT skills, including word processing, Excel, Powerpoint and Outlook.
2. Excellent communication skills, with the ability to communicate confidently and clearly both orally and in writing to a wide range of people.
3. Ability to prioritise workload and manage conflicting priorities.
4. Proven experience of working in a similar/comparable office position.
5. Strong interpersonal skills and ability to work with senior level managers both internally and externally.
6. Self-motivated and able to use own initiative.
7. Proven ability to work as part of a team.
8. Good attention to detail and proof reading skills.

Desirable Criteria

1. Good knowledge of Higher Education.

Applications from Non EEA Workers:

Prospective applicants are advised to ensure that they are eligible to work in the UK without restriction.

Prospective applicants in points-based system immigration routes should assess their circumstances against the published criteria, which are set out on the GOV.UK website at www.gov.uk/browse/visas-immigration.

Visit www.naric.org.uk/visasandnationality for more information on how you can use a qualification from outside the UK to meet the requirements of the immigration rules.

Unspent convictions, cautions and bind-overs

The University is strongly committed to the fair treatment of its staff and potential staff, regardless of race, gender, religion, sexual orientation, responsibility for dependants, age, physical/mental disability or offending background.

In line with the University's policy on the Recruitment of People with a Criminal Record, shortlisted candidates are required to provide information of any unspent convictions, cautions and bind-overs. Applicants are advised to seek independent advice if there is any doubt about the status of a previous conviction, caution or bind-over. Disclosures will only be considered at the point when an offer of employment is made. The existence of a criminal record will not in itself prevent you from gaining employment.

This is a description of the job as it is presently constituted. This job description is intended to enable a flexible approach to be offered working across the University as required. It is subject to review and amendment in the light of changing needs of the University and to provide appropriate development opportunities. Members of staff are expected to participate fully in discussions about changing requirements and it is the University's aim to reach agreement to reasonable change. If agreement is not possible, it reserves the right to require changes to the job description after consultation with the individual concerned.

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<http://www.worcester.ac.uk/community/job-vacancy-departmental-administrator-comms.html>