

**Job Title:** Administrative Assistant

**Grade:** 3

**Salary:** £23,593 to £24,250 per annum pro-rata

**Department:** Diabetes Research Centre

**Hours/Contract:** Part-time (0.6FTE, 21 hours per week), fixed term contract for 24 months

**Job Family:** Management and Administration

**Reference:** 11885

## Role Purpose

To provide a first-class admin support function, handling and signposting enquiries from internal and external customers, students, academic staff, other areas in the University and external agencies. To provide professional and confidential administrative support to an agreed standard in order to support the aims and objectives of the research teams. To provide general administration to contribute to the wider activities of the department. To be responsible for tasks delegated by senior administrative staff and to undertake general office duties as required.

## Main Duties and Responsibilities

### General Office Duties:

- Ordering of replacement stock and resources required by the research teams and project manager
- To manage the internal IT systems and record keeping, maintaining databases and records of activity.
- To work closely with the team to maintain the smooth running of the department by ensuring that timely professional admin support is provided
- To attend meetings representing the team as required, for example providing work status and updates and taking appropriate actions as delegated
- To demonstrate excellent communication, a respectful and professional approach and appropriately respond to the needs of colleagues, students, stakeholders and service users
- Support visitors and collaborators and students with day to day enquiries
- Arranging and supporting meetings and events as required: booking meeting rooms, catering and AV facilities, arranging teleconferences, as well as ordering and checking AV equipment for meetings. Supporting external colleagues travelling for meetings by organising parking arrangements when required.
- Taking minutes of meetings and supporting committees
- Update website content or brochure details as directed
- Assist with the processing invoices, expense claims and payments
- Maintaining contact detail lists
- Making arrangements for events and conferences organised by the School and Department
- To liaise with academic staff and other areas within the University, including Student and Academic Services, IT Services, Finance and Corporate Affairs and Planning.





## Internal and External Relationships

You will be required to work autonomously (with the support of the project Manager and senior research staff) and to be able to make decisions on a day-to-day basis, and to make judgements about when to defer decisions to more senior staff.

Project Manager - daily

Operations Manager – weekly

Current PhD students – daily

Research team - daily

Administrative staff and academics - daily

Head of School and Heads of Programmes – weekly

External partners – weekly

Patients and Public – occasionally

## Planning and Organising

The post holder is expected to:

- Be responsible for the maintenance and smooth operation of team dealing with both internal and external customers.
- Manage their own time, work autonomously - but with the support of the project manager and senior research staff
- Follow agreed processes and procedures when responding to various requests.
- Carry out defined tasks according to detailed instructions and to an appropriate standard

## Qualifications, Knowledge and Experience

### Essential

- Either educated to GCSE level or equivalent with previous experience working in a comparable administrative support role within a customer service environment OR substantial experience working in a comparable administrative role\*
- Good working knowledge of relevant IT Systems including MS Office\*
- A demonstrable understanding of working in collaboration with stakeholders operating at various levels within a higher education setting

### Desirable

- Previous experience of providing administrative and organisation support, preferably within a higher education setting

## Skills, Abilities and Competencies





### Essential

- An understanding of the importance of meeting customer needs and providing a high quality service\*
- Ability both to work as a member of a team and also to demonstrate independent working and initiative\*
- Excellent verbal, written, numerical and communication skills \*
- Able to demonstrate accuracy and attention to detail\*
- Able to adjust to a new situation and changing priorities in a reactive working environment

### Desirable

- Basic understanding of relevant policies and procedures in the wider university context, as they affect the role
- Ability to apply relevant Health and Safety and other University policies and procedures

***\*Criteria to be used in shortlisting candidates for interview***

### Reason for Fixed Term Contract

The reason for the fixed term contract is stated in section 1.9 in the summary of contractual terms in your contract of employment.

### Criminal Declaration

If you become an employee, you must inform your manager immediately, in writing, if you are the subject of any current or future police investigations/legal proceedings, which could result in a criminal offence, conviction, caution, bind-over or charges, or warnings.

### Supporting University Activities

As a University of Leicester citizen, you are expected to support key university activities such as clearing, graduation ceremonies, student registration and recruitment open days. We expect all staff as citizens to work flexibly across the University if required.

### University Values





**Inclusive** - We are diverse in our makeup and united in ambition. Our diversity is our strength and makes our community stronger.

**Inspiring** - We are passionate about inspiring individuals to succeed and realise their ambitions. We challenge our community to think differently, to get involved, and to constantly embrace new ideas.

**Impactful** - As Citizens of Change we will generate new ideas which deliver impact and empower our community

### Equity and Diversity

We believe that equity, diversity and inclusion is integral to a successful modern workplace. By developing and implementing policies and systems that challenge stereotypes across all aspects of our work, we have a culture that recognises and values the diverse contributions of our staff which benefits everyone. Our strong values of inclusivity and equity support our efforts to attract a diverse range of high quality staff and students, and identify our University as a progressive and innovative workplace that mainstreams equity, diversity and inclusion.

