



**Job Title:** Administrator  
**Grade:** 4  
**Salary:** £19,612 to £22,417 per annum  
**Department:** Corporate Services  
**Hours/Contract:** Permanent, Full time  
**Reference:** 1378

## Role Purpose

You will work as part of the Business Support Team to provide a comprehensive and high-quality administrative support service to a variety of operational and support activities, predominantly in relation to the administration of letters to support contract changes. You will also be responsible for receiving and responding to enquiries, using established processes, and your own judgment to resolve them.

Main Duties and Responsibilities	% Time
<ul style="list-style-type: none"> <li>Through taking responsibility for your own workload, with some guidance available from the Business Support Co-ordinator and/or Business Support Manager, you will be responsible for producing accurate and timely employment documentation in line with established procedures, including:               <ul style="list-style-type: none"> <li>Fixed-term contract/funding extensions and cessations;</li> <li>Changes to working hours;</li> <li>Exits (resignations, retirements, etc);</li> <li>Reorganisations, secondments and regrades;</li> <li>Acting-up changes, and other ad-hoc adjustments;</li> <li>Statements of employment and mortgage/tenancy references;</li> <li>Probation;</li> <li>Maternity, paternity, adoption and shared parental leave.</li> </ul> </li> </ul>	40
<ul style="list-style-type: none"> <li>Receiving and responding to queries from colleagues across the University, external partners/agencies, and members of the public, referring more complex issues to others, where appropriate.</li> </ul>	15
<ul style="list-style-type: none"> <li>Processing electronic records for existing staff to comply with internal payroll deadlines and any legislative requirements.</li> </ul>	15
<ul style="list-style-type: none"> <li>Using Excel to produce, manipulate and report data.</li> </ul>	10
<ul style="list-style-type: none"> <li>Maintaining the accuracy and security of on-line and hard copy records.</li> </ul>	10
<ul style="list-style-type: none"> <li>Developing a good working knowledge of systems and processes to facilitate improvements and deliver internal efficiencies.</li> </ul>	10
<ul style="list-style-type: none"> <li>The post-holder will also be required to assist with other duties across the wider team and Division from time to time, including the support of some University committees, as well as representation at key meetings.</li> </ul>	
<ul style="list-style-type: none"> <li>The post-holder may also be asked to provide support to the Business Partnering Team</li> </ul>	





**Internal and External Relationships**

You will communicate and build ongoing relationships with other departments and services, such as Payroll, the Division of Research and Enterprise, and College and Corporate Services staff.

You will also liaise with internal colleagues and external customers to answer queries, and represent the Team and Division.

**Planning and Organising**

You will be responsible for managing your own workload for the weeks ahead, whilst working towards payroll and other deadlines.

**Qualifications, Knowledge and Experience**

**Essential**

- Academic or vocational qualifications to at least level 2 (NVQ2, 5 GCSE Grades A-C, or other equivalent).
- 2 years' experience working in a similar or comparable role.\*
- Experience of producing correspondence relating to employment changes.\*
- Experience of working effectively, independently and as part of a multi-functional team.\*
- Experience of effectively multi-tasking and prioritising work.\*
- Experience of working in a fast-paced and demanding customer-focused environment.\*
- Experience of delivering work in a timely manner, in accordance with agreed deadlines.\*
- Experience of appropriately managing confidential and sensitive information.\*
- Detailed working knowledge of the full MS Office suite, particularly Outlook and Word.
- Proficient in Excel to produce, manipulate and report data.
- Knowledge and experience of using a corporate database/records management system.\*

**Desirable**

- Additional administrative qualifications.
- Experience of working in higher education.

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

**Skills, Abilities and Competencies**

**Essential**

- Customer-focused, with a professional approach.
- Excellent oral and written\* communication skills across a wide audience.
- Effective interpersonal skills, being proficient in dealing with complex and sensitive situations.
- Energy, enthusiasm and resilience.
- Capable of planning and managing own time to maximise output and meet agreed targets.
- Attention to detail, ensuring that tasks are completed to a high standard of accuracy.\*





- Proactive, and able to identify and take action with colleagues to improve operational processes and procedures.

**Desirable**

- Sound problem-solving skills.
- Flair for numeracy.
- Able to interpret data, recognise issues, and suggest improvements.
- Willingness to work flexibly, as and when required.
- Receptive to change.

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

**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.

**VITAL**

The University encourages all staff to live our [VITAL values](#) which are:  
**Valuing People, Innovators, Together, Accountable, Leaders.**

**Equality and Diversity**

We believe that equality, 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 equality 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 equality, diversity and inclusion.

