

# Administrative Assistant

## Job Description

### The Role

<b>Job title:</b>	Administrative Assistant
<b>Department:</b>	Institutional Planning & Governance
<b>Responsible to:</b>	Planning & Administration Manager
<b>Location:</b>	Royal Agricultural University, Cirencester
<b>Salary:</b>	Grade 3: £18,529 - £20,600 DOE
<b>Term:</b>	Permanent, full-time: 35hrs/week
<b>Relationships with:</b>	Managers; PAs and Administrators; academic and professional services staff

We have a number of different ways to work flexibly, so at your interview feel free to talk about what flexibility means to you. There are no guarantees, however, examples of how our employee already work flexibly include part-time, job share, hybrid-working and compressed hours.

### Purpose

Based within the Institutional Planning & Governance Directorate, the post holder is a member of the Administration Team supporting the University Executive as well as providing more general administrative support to a wider network of academic and professional services staff from across the University.

The post holder will help ensure that services are efficient, effective and they will adapt to changing circumstances by demonstrating a competent level of administrative, organisational and IT skills. With a strong commitment to customer service, they will demonstrate excellent communication skills. A strong team player, the post holder will work flexibly to provide cover to team members and undertake other duties that are commensurate with the grade.

### Key Responsibilities

1. Provide general administrative support to a network of professional services and academic colleagues across the University. Key tasks will include word processing, filing, raising purchase orders, collating agenda packs, and processing travel requests.
2. Respond to queries from across the institution, through a variety of different channels including telephone, email and in person. Greet and direct visitors, resolve routine administrative problems and answer enquiries to create a welcoming, inclusive environment.

- 3.** Assist with the provision of wide-ranging clerical and administrative support, working flexibly to support other members of the administrative team, reflecting current priorities and workload. Provide cover for colleagues in their absence.
- 4.** Support the organisation of meetings, schedule and coordinate dates and times, venues, attendance and facilities. Support the preparation of agendas and collate agenda packs, pre-meeting briefings and meeting papers. Book rooms, or schedule meetings electronically and ensure the distribution of agenda and papers. Provide administrative support and follow-up from matters arising from meetings.
- 5.** Assist with the organisation of events by arranging catering, booking rooms, creating and maintaining databases, liaising with attendees.
- 6.** As required, record action points or take minutes of meetings.
- 7.** Help support institutional events and undertake project work, tracking workflows and providing administrative support.
- 8.** Manage data, compile information provided, organise data and produce reports.
- 9.** Support the production of documents, reports and presentations as requested. This may include mail-merge documents, forms and labels.
- 10.** Develop, implement and maintain departmental administrative procedures.
- 11.** Procure equipment and services as requested. Order stocks, and distribute office supplies.
- 12.** Undertake reception duties as required, providing a professional and efficient frontline service.
- 13.** Contribute to the continuous development and improvement of service provision, including the development of office systems and services, ensuring the high quality of service provided is kept under constant review.
- 14.** Make travel arrangements and procure equipment and services as required.

## General responsibilities:

- The University is committed to equality of opportunity. All staff are required to comply with current legislation, University policies and good practice guidance.
- All staff are required to act in a way that safeguards the health and wellbeing of children and vulnerable adults at all times. The post holder must be familiar with and adhere to appropriate safeguarding policies and guidance and participate in related mandatory/statutory training. Managers have a responsibility to ensure their team members understand their individual responsibilities with regard to safeguarding children and vulnerable adults.
- All staff are required to participate in the University appraisal process and should ensure they are familiar with the process and plan time to prepare for their appraisal. Following the

appraisal, staff are expected to undertake in any necessary learning and development and work towards the objectives that have been set.

- The University expects staff to attend any training designated as mandatory and to undertake learning and development activities to support their role. Managers must facilitate learning and development within their teams.
- It is a condition of employment that staff will not disclose any information obtained in the course of their duties other than to those entitled to receive it. The post holder must ensure that the confidentiality of personal data remains secure and that restricted information or highly restricted information to which they have access remains confidential during and after their employment at Royal Agricultural University. All staff must undergo appropriate data protection training as required.
- All absence from work must be reported in accordance with the University's absence procedures and recorded on iTrent.
- The University acknowledges its responsibility to provide a safe, smoke free environment, to its employees, service users and visitors. It is the policy of the University not to allow smoking on University premises other than in specifically designated areas.

## Person Specification

<b>Requirements The post holder must be able to demonstrate:</b>	<b>Essential or Desirable</b>	<b>Measured By A) Application Form B) Interview</b>
<b>Qualifications:</b>		
Educated to GCSE Level in Maths & English, grade A-C	E	A
Educated to A Level or equivalent qualification	D	A
Business or IT related qualification	D	A
<b>Knowledge and Experience:</b>		
Proficient level of digital literacy and ability to use standard IT processing tools, preferably Microsoft Office	E	A, B
Proven time management skills, attention to detail, accuracy	E	A, B
Ability to follow processes and instructions systematically	E	A, B
Understanding and experience of good customer service practices	E	A, B
Administrative or secretarial experience, gained working in a busy office	E	A, B
Evidence of effective team working	E	A, B
Experience of working in a Higher Education Environment	D	A
<b>Skills:</b>		
Good organisational skills to enable delivery of a quality service in a complex, busy and ever-changing environment	E	A, B

<b>Requirements</b> <b>The post holder must be able to demonstrate:</b>	<b>Essential or Desirable</b>	<b>Measured By</b> <b>A)</b> <b>Application</b> <b>Form</b> <b>B) Interview</b>
Excellent written and verbal communication skills, including the ability to relate confidently and professionally to others	E	A, B
A commitment to a strong team ethos, and the ability to build strong working relationships with other team members and colleagues	E	A, B
Conscientious and motivated with a methodical approach to work	E	A, B
Adaptable and flexible, with the ability to learn new skills quickly	E	A, B

## Application Procedure

If you are interested in applying for this role, please send:

- A University [Professional Application Form](#) together with the [Equal Opportunities Monitoring Form](#) available on the University website [www.rau.ac.uk](http://www.rau.ac.uk)) – Please attach your up to date CV to add additional information
- A covering letter explaining your interest and motivation for applying, along with how your experience and qualifications suit you for the role
- Details for two referees who must be people who can comment authoritatively on you as a person and as an employee in relation to the level of the post, and must include your current or most recent employer or their representative
- Please forward to the HR Team, Royal Agricultural University, Cirencester, Gloucestershire, GL7 6JS or via email to [jobs@rau.ac.uk](mailto:jobs@rau.ac.uk) stating where you saw the advert for the role.
- **Closing date for applications:** 16<sup>th</sup> January 2022 with **interviews on** 25<sup>th</sup> January 2022.
- Should you be selected for interview please be aware that we are unable to reimburse interview expenses.

**The RAU is an equal opportunities employer and we particularly welcome applications from black and minority ethnic candidates as they are under-represented within the RAU at this level**

## General Data Protection Regulations: Applicant Privacy Notice

The Royal Agricultural University collects and processes your personal data so that it can meet its statutory and legal obligations, and when it has a legitimate interest in processing personal data before, during and after the end of the employment relationship.

The data which forms part of your job application (for example, application form, CV, references, Equal Opportunities Monitoring Form, shortlisting and interview records) will be stored in a range of different places, which will include the University's HR and recruitment management systems (electronic and paper based), and in IT systems (including the University's email system). Your information may be shared internally with the HR Department and with employees who are involved in the recruitment and selection process, but only if access to your data is absolutely necessary for the performance of those roles.

The University may share your data with third parties in certain circumstances. Personal data that the University uses for the purposes of equal opportunities monitoring and reporting is anonymised or is collected with the express consent of applicants, which can be withdrawn at any time. Applicants are entirely free to decide whether to provide such data and there are no consequences of failing to do so.

The University takes the security of your data seriously and has internal controls in place to try to ensure that your data is not lost, accidentally destroyed, misused or disclosed, and is not accessed except by the above employees in the performance of their duties. If your application is unsuccessful, your applicant data will be destroyed 6 months following the advertised closing date of the post you have applied for. If your application is successful, your applicant data will be retained during your employment and for 6 years following your leaving date. You can access and obtain a copy of your data on request and you can ask the University to change incorrect or incomplete data.

In certain circumstances you can ask the University to stop processing your data, or you can object to the processing of your data. If you believe that the University has not complied with your data protection rights, you can complain to the Information Commissioner. Further information about your rights in accordance with Data Protection and the GDPR Regulations can be obtained from the University Data Protection Officer. A detailed Employee Privacy Notice is available to view [here](#).

