Job Description & Person Specification

Section 1
Role Overview

Job title:	Legal & Insurance Office Administrator
Vacancy reference:	5421
Faculty /Professional Service Unit:	Finance PSU – Legal & Insurance Office
Theme:	Legal & Insurance Office
Job type:	Full time Permanent
Hours of work:	37 hours per week, normally worked Monday to Friday. Flexible working will be considered.
Salary details:	Salary level 4 – range £29,950 to £35,019 per annum with potential progression to £40,984 per annum
Line Manager:	Victoria Scott, Director of Legal & Insurance
Start date:	As soon as possible

Section 2
About Cranfield University

Cranfield's world-class expertise, large-scale facilities and unrivalled industry partnerships is creating leaders in technology and management globally. Find out more about our unique impact, and our vision, mission and values here.

We aim to create and maintain a culture in which everyone can work and study together and realise their full potential. We are a Disability Confident Employer. We are committed to actively exploring flexible working options for each role and have been ranked in the Top 30 family friendly employers in the UK by the charity Working Families. Find out more about our key commitments to Equality, Diversity and Inclusion and Flexible Working here.

Section 3

About the Professional Service

The University is supported by a wide range of professional services.

The Legal & Insurance Office provides legal, contractual, insurance, risk and compliance support to the University and a number of its subsidiary companies.

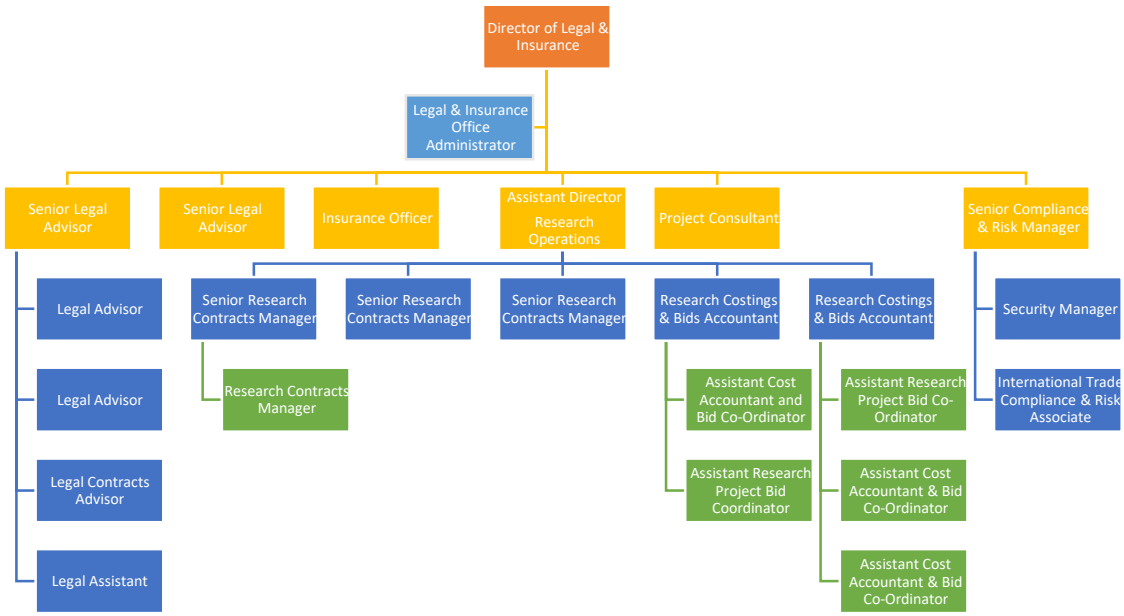
The Office works with colleagues across the University to support the management of contracts, research and commercial activity, insurance matters, legal and regulatory requirements and associated risks.

The team provides direct support to Faculties and Professional Service Units and works collaboratively with colleagues across the University. Where appropriate, the team also works with external legal advisers, insurers, brokers and other professional advisers.

The Legal & Insurance Office Administrator will provide a central administrative function for the Office, supporting the Director of Legal & Insurance and colleagues across Legal & Insurance. The post holder will help ensure that administrative processes are organised, records are accurate and up to date, correspondence and documentation are appropriately managed, and the Office operates efficiently.

The role will also provide administrative support for selected research and legal contract processes, including the co-ordination of contract signatures and associated records. The post holder will not be responsible for negotiating contractual terms or providing legal advice.

Organisational Chart



Section 4
Job Details

Job Purpose

- The Legal & Insurance Office Administrator will provide comprehensive administrative and operational support to the Director of Legal & Insurance and the wider Legal & Insurance Office.

- The post holder will provide a reliable and responsive administrative service across the Office, helping to ensure that contracts, records, correspondence, meetings, systems and other administrative processes are managed efficiently and accurately.

- A key part of the role will be supporting the administration of research and legal contracts, including coordinating documentation for signature, maintaining records, uploading completed agreements and ensuring that relevant information is accurately records on University systems.

- The post holder will also provide administrative support to selected pre-award, membership and supplier related activities and will act as a key administrative contact for relevant systems and processes, including WorkTribe.

- The role will have a particular focus on co-ordination, administration, record keeping and customer service. The post holder will work within established University processes and will escalate legal, contractual, financial or other specialist matters to the appropriate member of the Legal & Insurance Office.

- The role will also include day-to-day office management responsibilities to support the effective running of the Legal & Insurance Office.

Key Responsibilities

The Legal & Insurance Office Administrator will:

- Provide effective day-to-day administrative support to the Director of Legal & Insurance and the wider Legal & Insurance Office.
- Coordinate administrative processes relating to research and legal contracts, including document preparation, signature processes, record keeping and filing.
- Monitor contracts and documents processing through signature processes and follow up with relevant administrative contacts where appropriate.
- Maintain accurate and up-to-date records on University systems, including WorkTribe, and other relevant systems.
- Upload and file executed contracts and associated documentation following completion of the signature process.
- Support the administration of standard, unamended University agreements where responsibility for the substantive terms remains with the relevant legal or business owner.
- Provide administrative support for pre-award and research-related process including supplier questionnaires and other routine documentation.
- Act as a point of contact for routine administrative queries and appropriately signpost specialist queries to the relevant member of the Legal & Insurance Office.
- Provide meeting, diary, correspondence and document management support to the Director of Legal & Insurance and, where required, other members of the Office.
- Support the effective management of the Legal & Insurance Office's records, shared folders, systems and administrative information.
- Assist with office management activities, including arranging meetings, maintaining office supplies and equipment, coordinating visitors and supporting the general organisation of the Office.
- Identify opportunities to improve administrative process and contribute to their implementation.
- Provide administrative cover and support across the Office during periods of absence or increased workload.
- Handle confidential and sensitive information appropriately and in accordance with University policies and data protection requirements.
- Undertake other duties commensurate with the level and responsibilities of the post.

Key Deliverables

	Description of Deliverables	% of time
1	**Contract Administration and Coordination** • Provide administrative support for the progression of research and legal contracts through the University's contract processes. • Ensure relevant contract records are complete and accurate before documents are sent for signature. • Coordinate the administrative aspects of contract signature, including the use of DocuSign and other approved electronic signature platforms. • Ensure that the appropriate documentation and approvals are in place before documents are submitted for signature, in accordance with University processes. • Monitor documents progressing through signature and follow up with relevant internal or external administrative contacts where required. • Upload completed and signed agreements to the appropriate University systems and records. • Maintain appropriate version control and ensure that the final executed version of an agreement is clearly identifiable. • Ensure that relevant records are updated following signature or completion of a contract. • Support the administration of standard, unamended University agreements where the substantive terms have already been approved and no legal negotiation is required. • Escalate queries relating to contractual terms, amendments, negotiations or legal interpretation to the appropriate member of the Legal Team.	35%
2	**WorkTibe and Records Administration** • Act as an administrative point of contact for WorkTribe-related queries within the Legal & Insurance Office. • Maintain accurate and up-to-date records within WorkTribe for matters falling within the Office's administrative responsibility. • Work with other WorkTribe users and Super Users to support consistent use of the system. • Assist with routine system administration, including updating records and maintaining appropriate information. • Support the creation of new organisations within WorkTribe in accordance with University procedures, including undertaking routine due diligence checks where required. • Assist colleagues with routine WorkTribe queries and provide guidance on established administrative processes. • Support the development and maintenance of administrative guidance and procedures for the Office. • Assist with training or induction for new members of staff on relevant administrative processes and systems. • Maintain organised electronic and physical records in accordance with University records management and data protection requirements.	30%

	• Ensure that key documents can be readily located and retrieved when required.	
3	**Research and Pre-Award Administrative Support** • Provide administrative support for research and consultancy activities managed by the relevant University teams. • Support the administrative transition of funded research and consultancy activity between relevant pre-award and post-award teams. • Assist with the administrative set-up of projects and associated records following award, including the creation or processing of job codes where required by University procedures. • Complete routine supplier questionnaires and other administrative forms relating to legal contracts, research or consultancy projects, seeking information from relevant University colleagues where necessary. • Maintain accurate records of relevant research and consultancy activity. • Liaise with Research & Innovation, Finance, academic Schools and Professional Service Units as required to obtain or provide routine administrative information. • Escalate specialist, contractual, financial or legal queries to the appropriate team or individual.	20%
4	**General Administration and Customer Services** • Respond promptly and professionally to routine queries received by the Legal & Insurance Office. • Appropriately signpost queries that require legal, insurance, financial, contractual or other specialist advice. • Maintain a professional and helpful approach when dealing with academic, professional services and external stakeholders. • Support the administration of institutional memberships and other agreements falling within the Office's administrative remit, including maintaining records and supporting renewal processes. • Assist with routine monitoring and reporting requirements. • Contribute to continuous improvement of administrative processes and systems. • Provide administrative assistance to other members of the Office as required.	10%
5	**Office Management and Administrative Support** • Provide day-to-day administrative support to the Director of Legal & Insurance. • Manage or assist with diary arrangements, meetings, room bookings and other administrative requirements. • Prepare agendas, papers and other documentation for meetings where required. • Provide administrative support for team meetings, working groups and events, including taking or arranging notes and following up routine actions. • Maintain appropriate shared folders, filing systems, contact lists and administrative records for the Legal & Insurance Office.	5%

	• Assist with the organisation and maintenance of office supplies, equipment and facilities. • Coordinate visitors, meetings and other activities taking place within the Office. • Provide general administrative support across the Office to help maintain service continuity during periods of high workload or staff absence. • Liaise with relevant University support services regarding facilities, IT, finance, procurement and other routine office requirements.	

Please be advised that the percentages allocated for the key deliverables may be adapted to take into account the needs of the PSU and / or University.

Section 5
Am I suited to this role?

Criteria	Essential	Desirable
Education / Qualifications	GCSE level or equivalent, including English and Mathematics, or equivalent relevant experience.	Relevant administrative or business support qualification. Further education or equivalent experience in a relevant discipline.
Experience	Working in an administrative or office support role. Maintaining accurate records and managing information. Microsoft Office applications, particularly Outlook, Word and Excel. Dealing with a range of internal and/or external stakeholders. Organising and prioritizing a varied workload. Working to deadlines and following established processes. Handling confidential or sensitive information appropriately.	Experience of working within the Higher Education sector or other large organisation. Working within a legal, research, contracts, finance or professional services environment. Using contract management, workflow or research management systems. Electronic document/signature systems such as DocuSign. Providing office or team administration support.

Knowledge	Good understanding of general administrative processes and office procedures. Understanding the importance of accurate record keeping and document management. Awareness of importance of confidentiality and appropriate handling of sensitive information. Basic understanding of data protection and information security responsibilities. Understanding of the importance of following established processes and escalating issues where appropriate.	Understanding of the Higher Education environment. Awareness of research and consultancy administration. Awareness of contract administration processes. Familiarity with WorkTribe or similar research/workflow management systems. Awareness of electronic contract signature processes.
Skills / Aptitudes	Excellent organizational and time management skills. Strong attention to detail and accuracy. Ability to manage competing priorities and meet deadlines. Good written and verbal communication skills. Ability to communicate professionally with a wide range of colleagues and stakeholders. Good customer service skills and a helpful, approachable manner. Ability to follow established processes while identifying when something requires clarification or escalation. Ability to work independently and use initiative within clearly defined responsibilities as well as ability to work effectively as part of a team. Ability to maintain accurate records and organize information effectively.	Experience of using WorkTribe or another workflow, contract or research management system. Confidence using electronic signature platforms. Experience of producing spreadsheets, reports or management information. Experience of maintaining shared electronic filing systems.

	Good working knowledge of Microsoft Office software, including Word, Excel, Outlook and teams – with confidence to learn new systems. Ability to maintain confidentiality and exercise discretion. Flexible approach and willingness to support colleagues across the Office.	
Values	Ability to demonstrate our values: Ambition, Impact, Respect and Community.	