# Administrative Assistant

## 1 JOB DESCRIPTION

**Faculty / School or Division: Animal Services Unit Management Team**
**Faculty/School or Division Address:**

| | | | |
|---|---|---|---|
| **Job Family:** | Professional & Administrative Services | | |
| **Grade:** | D | **Salary range:** | £24,685-£26,093p.a |
| **Hours of work:** | 35 hours | **Contract type:** | Open ended |
| **Work pattern:** | 9-5 Monday to Friday | **Vacancy Reference Number: SUPP113759** | |

## 1.1 Main Job Purpose

The role holder will provide administrative support to the ASU office and act as the first point of contact for enquiries from students/staff providing a courteous and effective service. Provide administrative support in the Animal Services Unit (ASU) performing a clearly defined range of standard tasks within established routines and procedures within defined quality requirements.

The role is required to respond to routine queries/issues/circumstances and refer any unusual or non-routine situations to other team members. The role holder will typically work to short term deadlines and will arrange tasks within a daily routine to provide a courteous and effective service to others.

## 1.2 Standard Responsibilities

- Provide general office support to the ASU teams as part of a wider administrative team including responding to email enquiries.
- Fulfil admin duties such as filing, photocopying, managing post, welcoming and directing visitors, dealing with routine office enquiries in person or on the telephone, delivering messages, updating information and office supplies, reporting building or office maintenance issues and process building access requests.
- Assist with data entry onto spreadsheets and into University systems producing defined documents or letters.
- Provide administrative support to staff across the ASU including for car hire, travel or meeting arrangements.
- Keep appropriate confidential records and filing systems updated and carry out information searches as required.
- Support requests for printing and day to day responsibility for photocopying/scanning facilities, ensuring that these are fully operational and reporting faults.

- Arrange routine meetings, order catering where appropriate and assist with the administration of conferences, workshops and other events such as conferences.
- Carry out duties in line with established legal, regulatory and operational frameworks, including the Health and Safety at Work Act 1974, Animals (Scientific Procedures) Act 1986, and related legislation and local procedures.

## 1.3 Relationships

**Line manager: Training, Ethics & 3R's Manager**

**Line manager to (where appropriate): N/A**

## 1.4 Pre-employment Checks

No-DBS check or health screening required.

# 2 PERSON SPECIFICATION

## 2.1 Standard Skills, Knowledge & Experience Required

| Criteria | Essential | Desirable | Assessed By A/I/T/O |
|---|---|---|---|
| Administration skills with experience of working in a busy office environment. | Y | | A |
| Customer care orientation and commitment to service quality. | Y | | A/I |
| Organisational skills and able to follow systems and procedures accurately. | Y | | I/T |
| IT skills with proficiency in Microsoft Office 365 (including SharePoint). | Y | | A/T |
| Able to deal with and prioritise a range of ongoing tasks at the same time | Y | | I/T |
| Able to work semi-autonomously within the context of a strong core team and to make simple administrative decisions. | Y | | I |
| Able to complete tasks to high levels of accuracy with attention to detail and a methodical approach to work. | Y | | I/T |
| Able to communicate effectively and professionally with all staff and with people from a variety of backgrounds | Y | | I |
| Good standard of general education or relevant on-the-job/vocational training or experience. | Y | | A |

| | | | |
|---|---|---|---|
| Experience of working in complex organisations | | Y | A |
| NVQ 3 in Business Administration or equivalent | | Y | A |

A – Application Form
I – Interview
T – Test or Scenario
O – Other e.g. presentation, focus group