Civic Spaces Engagement Assistant

1 JOB DESCRIPTION

Faculty / School or Division: Global Engagement

Faculty/School or Division Address: 31 Great George Street, Bristol, BS1 5QD

Job Family:	**Professional & Administrative Services**		
Grade:	**F**	**Salary range:**	**£29,354 - £32,722 per annum**
Hours of work:	**1 FTE (35 hours)**	**Contract type:**	**Open-ended**
Work pattern:	**Monday – Friday**	**Vacancy Reference Number: SUPP113788**	

1.1 Main Job Purpose

The role holder will provide comprehensive support to the Civic Spaces remit within the civic team, to support them to achieve their objectives and strategic ambition. They will provide administrative support and manage tasks for civic spaces.

The role requires 100% on-site presence organised through a rota, to support both day-to-day operations and relationship-building. This primarily includes cover in the civic spaces of Temple Quarter Enterprise Campus (Bristol Rooms and Story Exchange). The role holder may also spend some time at Barton Hill Micro-campus, Hartcliffe & Withywood Micro-campus and the Global Engagement Division office at 31 Great George Street.

1.2 Standard Responsibilities

- Work closely with relevant managers in the team enabling delivery of high-quality outputs, particularly tracking of civic spaces activity
- Produce high quality, confidential documents for internal purposes/external bodies/other organisations.
- Co-ordinate and collate service feedback to inform service improvements and maintain webpages, SharePoint sites and databases to ensure up to date information is available.
- Provide a range of support to identified groups of civic spaces users within boundaries of expertise signposting to others/individuals as required, including dealing with enquiries.
- Gather, maintain and manipulate routine data for others to interpret using spreadsheets and standard University information systems and collate information for reports to monitor data trends
- Provide support with paperwork and general administration/minutes for leaders involved in projects, activities and committees.
- Ensure that relevant meetings/events are arranged effectively including planning, administration, meet and greet, RSVPs, organising travel and other logistics as required.

- Provide support with managing communications and obtain information required for publications, reports, bulletins, websites, SharePoint sites and other documents to promote events, activities and successes of the team.
- Develop and maintain up to date knowledge of the business priorities of the Civic team and its policies/structures and work flexibly to support the wider service.

1.2.1 Additional Responsibilities

- Assist with the recruitment, training and induction of students, temporary staff and civic spaces users
- Fire warden (following training)
- The role may require some time being on-call out of hours, to a rota, at set times, to respond to urgent calls from Civic Space bookers, in accordance with university policy.
- Ability and willingness to sometimes travel and/or work at evenings or weekends for conferences/events, by negotiation with the line manager.

1.3 Relationships

Line manager: Civic Spaces Operations Manager

Line manager to (where appropriate): None

1.4 Pre-employment Checks

No DBS check required.

The following duties are an intrinsic part of the role and any offer of employment will be conditional upon satisfactory health screening by the University Occupational Health Service:

- Regular manual handling responsibilities, e.g. moving of furniture and equipment to prepare meeting rooms/shared spaces.
- The role holder will be expected to be on their feet for sustained periods of time such as during events.
- The nature of the university year is likely to be such that annual leave for this role may be restricted in term times.

2 PERSON SPECIFICATION

2.1 Standard Skills, Knowledge & Experience Required

Criteria	Essential	Desirable	Assessed By A/I/T/O
Excellent working knowledge of Office 365 suite of applications, email, web and general office systems	X		A/T
Ability to manage confidential information electronically using databases and spreadsheets and process complex data with accuracy providing basic analysis	X		A/T
Experience of working across teams, demonstrating the ability to work flexibly		X	A/T
Ability to work in a busy and demanding environment, under pressure at times; to produce accurate work to deadlines, with attention to detail	X		I
Qualification to GCSE level in English language and mathematics; or equivalent work experience	X		A
Excellent communication and customer service skills to deal with a range of people and enquiries.	X		A/I
Excellent planning and organisational skills, particularly coordinating large quantities of information	X		I
Experience of working in a university or education related environment		X	A/I
Experience of planning and creating targeted communications for a relevant audience.		X	A/T

2.2 Additional Skills, Knowledge & Experience Required

Criteria	Essential	Desirable	Assessed By A/I/T/O
Understanding of issues around civic engagement.		X	A/I/O
Relevant work experience, demonstrating practical and theoretical knowledge of civic engagement.		X	A/I/O

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