Queen Mary
University of London



Job pack

Message from the President and Principal



Thank you for your interest in this role and in Queen Mary University of London. Working at Queen Mary means being part of a unique, world-class global University with a long, proud and distinctive history.

Our founding institutions, the London Hospital Medical College, St Bartholomew's Medical College, Westfield College and Queen Mary College, were founded to provide hope and opportunity for the less privileged and otherwise under-represented.

Today, we remain true to the vision of our founders by continuing to improve lives locally, nationally and internationally through the seamless combination of our world-leading strengths in education and research.

The Queen Mary community – our staff, students and alumni – is the heart and soul of our University. We are proud to provide an inclusive and nurturing environment so that staff and students from all backgrounds can develop, flourish and achieve their full potential.

I look forward to welcoming you to our unique University and working with you to realise our ambitions.

Professor Colin Bailey, President and Principal

qmul.ac.uk

Athena Swan Silver Award

Diversity & Equality Queen Mary

Queen Mary University of London

Our strategy 2030

In 2019, Queen Mary University of London launched a bold new Strategy with the vision to open the doors of opportunity. By 2030, we will be the most inclusive university of its kind, anywhere. We are doing this by building on our existing cultural diversity to create a truly inclusive environment, where students and staff flourish, reach their full potential and are proud to be part of the University. Continuing our long tradition of commitment to public good, we will generate new knowledge, challenge existing knowledge, and engage locally, nationally and internationally to create a better world.

We have five core values that will help us to reach this goal:

We are **inclusive**, supporting talented students and staff regardless of their background, and engaging with our local and global communities.

We are **proud** of the difference we can all make when we work collectively.

We are **ambitious**, fostering innovation and creativity, disrupting conventional thought, and responding with imagination to new opportunities.

We are **collegial**, promoting a strong community through openness, listening, understanding, co-operation and co-creation.

We are **ethical,** acting with the highest standards, and with integrity, in all that we do.

To enable our staff to flourish and to reach their full potential throughout their employment at Queen Mary, we offer a range of benefits:

Staff benefits

- Annual leave – the full-time annual leave annual entitlement is 30 working days (not including bank holidays).
- Season ticket loan scheme
- Pension scheme
- Reward and recognition schemes
- Staff Networks
- Cycle to work scheme
- Qmotion sport fitness centre
- Employee Assistance Programme
- Family friendly policies
- Flexible working practices

Job description

Job details	
Job title	Operations and Resources Administrator
School/Dept/Institute Centre/Faculty	IT Services
Reports to	Operations and Resource Manager
Grade and salary	Grade 3 (£33,928 - £40,815 per annum)
Hours per week	**Full-Time**
Appointment period	Indefinite
Current location	Based at Mile End Campus
Work activity type	Admin/Operational/Technical and Support

Job context

The Business Management function within the IT Services department is part of the professional services group that enable and facilitates the success of our students and academics. Along with other professional service areas, the IT Services department seeks to deliver value for money through technology, efficiency, economy, effectiveness and equity.

This role provides a diverse range of administrative support within IT Services. The role is expected to support the Business Management team in the deliverance of a very busy customer facing IT service.

Job purpose

Reporting to the Resources and Operations Manager and working with the Executive Assistant to the CIO the holder is responsible for the delivery of efficient and effective administrative support, finance support, diary and meeting management, email monitoring and general administrative support for the wider IT Services Leadership team. The post holder will provide a customer focused service, responding appropriately to challenging and conflicting demands, and ensuring that robust processes and monitoring systems are followed. The role is to liaise with the administrative team within the Directorate and to support effective internal and external communication as well as the production and timely sharing of reports, minutes and other documents as may be required from time to time. The individual will occasionally be tasked with project-based work in keeping with the seniority of the post.

Main duties and responsibilities

PA Support

- Providing secretariat support to meetings
- Stand in for the EA during absences

Diary and Inbox Management Support

- Provide support and assistance with diary management and minute taking as directed.

Finance and Procurement Support

- Assisting the procurement and finance team with activities in relation to ordering and recharging as required.
- Reconciling monthly Purchase Order reports, goods receipting and closing purchase orders
- Responding to and resolving customer queries, requests and incidents, involving others as necessary.
- Checking and goods receipting contractor timesheets, raising PO's for new contractors and liaising with agencies regarding contractors. Recording days worked by contractors and goods receipting time worked on Agresso.
- Provide support with software licence management and allocation
- Delivering to defined Service Levels Agreements (SLAs) and Key Performance Indicators (KPIs)
- Continually seeking opportunities to improve efficiency, continuity and the customer experience of IT Services, raising issues and take appropriate action in agreement with manager

Departmental Administration

- Providing a range of administrative support and assistance across the IT Services directorate.
- Maintain documentation on centralised processes and procedures
- Contributing to organising events, collating information and producing clear documentation
- Providing assistance with ITS room bookings
- Ordering and management of departmental stationery and general equipment supplies
- Assist with ITS Webpage updates

Project Support

- Providing administrative support on special projects as directed

General

- To carry out responsibilities with due regard to Queen Marys' Equal Opportunities and Health and Safety Policies, to include producing templates for H&S checklists, plant inspections, forms and letters.
- To comply with all H&S policies and procedures and to ensure that all activities are undertaken in a safe manner.
- To assist with other services across the Directorate should the need arise.
- Prioritising and organising own work in with minimal day to day supervision, using initiative to plan immediate work priorities and react to changing priorities

The above list of responsibilities is not exhaustive, and the jobholder may be required to undertake other duties commensurate with the level of the role as reasonably requested by their line manager.

This job description accurately reflects the duties and responsibilities of the role at the time the job description was written. These duties and responsibilities may change over time without significantly impacting on the character of the role, the overall level of responsibility, or its grade.

Depending on strategic or operational needs, the jobholder may in the future be required to work for another existing or new organisational unit and/or at a different site within Queen Mary. This may be on a temporary or indefinite basis and may involve a change in line management and / or regularly working at more than one site.

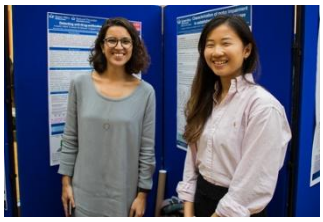
Queen Mary University of London

Person specification

This table lists the essential and desirable requirements needed in order to perform the job effectively. Candidates will be shortlisted based on the extent to which they meet these requirements.

Essential: Requirements without which the job could not be done.
Desirable: Requirements that would enable the candidate to perform the job well.

Qualifications	Essential	Desirable
NVQ Level 3, A Levels, BTEC Level 3 or equivalent experience	☒	☐
ITIL foundation knowledge or equivalent experience using appropriate best practice framework.	☐	☒
Experience/Knowledge		
Experience providing PA/administrative support at senior level (e.g., diary and inbox management, minute-taking	☒	☐
Experience of customer service, resolving queries, and managing incidents in a professional manner.	☒	☐
Demonstrable experience in finance and procurement administration (e.g., raising purchase orders, reconciling reports, goods receipting, liaising with suppliers).	☐	☒
Experience handling confidential information with discretion	☒	☐
Experience of working in a Higher Education or public sector environment	☒	☐
Strong IT literacy, including Microsoft Office (Word, Excel, Outlook, PowerPoint), databases, and web content management.	☒	☐
Skills/Abilities		
Willingness to support colleagues, cover duties across the team, and adapt to new priorities.	☒	☐
Ability to seek assistance when dealing with conflict and complex requests from colleagues and managers	☒	☐
Ability to identify opportunities for continuous improvement	☒	☐
Ability to use initiative to resolve queries, escalate issues appropriately, and contribute to process improvement	☒	☐
Strong written and verbal communication skills, able to draft clear reports, correspondence, and meeting documentation	☒	☐
Ability to produce stimulating visual data using Excel, Access and PowerPoint	☐	☒
Excellent organisational and time management skills; ability to prioritise and manage multiple tasks with minimal supervision.	☒	☐
Ability to analyse and manipulate information/data and present findings to support effective reporting of information	☒	☐
Other		
A desire to continually improve the customer experience and deliver service level agreements (SLA's) and key performance indicators (KPI's)	☒	☐
Willingness to develop new skills and undertake training relevant to the role	☒	☐





Ability to remain calm and effective under pressure and to handle competing deadlines.	☒	☐
*The ability to meet UK 'right to work' requirements.	☒	☐

* The University has a legal responsibility to ensure that all potential employees can provide documentary evidence of their legal right to work in the UK prior to commencing employment.

Visa Sponsorship

For those who do not have a right to work in the UK, the University is a UKVI licensed sponsor and is able to issue a Certificate of Sponsorship (CoS) to successful candidates who are offered skilled roles and meet the eligibility criteria. The CoS enables candidates to apply for a Skilled Worker visa. Further information on the Skilled Worker visa can be found via: www.gov.uk/skilled-worker-visa

Global Talent Visa Route

The Global Talent visa is an alternative route to sponsorship, directly applied for by the applicant. It is open to those wishing to work in the UK and who are a leader or potential leader in the fields of academia or research, arts and culture, and digital technology. Further information on the Global Talent Route can be found via: https://www.gov.uk/global-talent

For additional information on both visa sponsorship and non-sponsorship visa routes, please visit the UK Visas and Immigration website: https://www.gov.uk/browse/visas-immigration/work-visas

Academic Technology Approval Scheme (ATAS)

Academics and Researchers applying for Skilled Worker visas and Sponsored Researchers applying for Government Authorised Exchange visas who will be undertaking research activities, at PhD level or above, in the one of the ATAS listed subject areas will be required to obtain an ATAS certificate before they can apply for a visa to work in the UK.

Exemptions will exist for nationals from the EEA, Australia, Canada, Japan, New Zealand, Singapore, South Korea, Switzerland and USA and those applying for Global Talent Visas. For further information on this, please visit the UK Visas and Immigration website: https://www.gov.uk/guidance/find-out-if-you-require-an-atas-certificate






EDI Initiatives

Queen Mary is committed to advancing Equality, Diversity and Inclusion (EDI). We hold a Silver Institutional Athena SWAN award for advancing gender equality and champion a number of EDI initiatives across the University. We also offer a number of development programmes including Springboard, Aurora and B-MEntor.
We are committed to championing EDI relating to all protected characteristics and other underrepresented and marginalised groups under the Equality Act 2010. We offer 'Introducing Inclusion' training for staff to give them an understanding of EDI related issues and provide them with the tools needed to champion inclusivity and embed best inclusive practice in all the work they do. EDI is built into everything we do at Queen Mary, and is championed through a well-established governance structure. If you are interested in learning more about Equality, Diversity and Inclusion at Queen Mary and how to get involved then please contact hr-equality@qmul.ac.uk.

Flexible Working

Queen Mary is proud of the diversity of its staff and students. We encourage inclusive practices in everything that we do, to ensure that everyone who works here feels valued and enabled to have a positive working experience. We are therefore open to considering applications from candidates wishing to work flexibly, balanced against business need. Our Flexible Working Policy includes examples of some of the flexible working arrangements that could be considered. If you feel that this is something that may be of benefit to you, please do ask.

Family Friendly Policies

Queen Mary recognises the commitments that staff have to their family and the importance of work-life balance. To support this Queen Mary offers a range of family friendly policies with enhanced rates of pay available for family-related leave, following a qualifying period of service.

Further Information

Details about the school/Department/Institute can be found at:

www.qmul.ac.uk/xxx

Informal enquiries should be made to:

Name: Amanda Blankson

Tel:

Email: a.blankson@qmul.ac.uk

General Information

Please note that we advertise our salaries on a range to indicate the trajectory of progression that can be made. Appointments are usually made at the start of the salary range. The Queen Mary salary structure includes automatic pay progression within the published grades, subject to service, funding and performance. In addition to this, there are performance related annual pay review schemes in place.

