UNIVERSITY OF WARWICK

Job Description

Job Title	Administrative Assistant
Department	Engineering
Grade	4

Job purpose (a brief summary of the role)	To lead recruitment for any permanent and temporary staff posts within the School. To provide general HR guidance to staff and undertake administrative tasks to support key School personnel and objectives. Act as the main administrative contact for personnel in the School's Engineering, most notably the Research Cluster Leaders/Convenors and Directors of Teaching. Engage, contribute and support both Staff and wider School administrative tasks.
Duties and responsibilities	1 – To provide HR administrative support to the School; among other administrative tasks this will include: • Leading the full recruitment process from initiation of vacancy through to on boarding, acting as the primary contact for the recruiting manager, central HR teams and candidates. • Assisting with short- term recruitment processes such as Unitemps, , VAM and Sessional Teaching Payroll, including the processing of payments. • Supporting the Administrative Coordinator with Graduate Teaching Assistant recruitment, including advertising, allocation and contract issuing. • Administering mid-employment changes and processes and leavers. • Advising on the process for visitors (academics, researchers and students), Honoraries and Emeritus and processing of the requests. • Liaising with Financial and Research departments both within the School and within the wider University to verify budgets. • Advising School staff on University HR policies and procedures and ensuring they are followed correctly. 2 - To provide high quality administrative support to the School's Research Clusters, primarily the Research Cluster Lead and Directors of Teaching; among other administrative tasks this will include: • Providing a professional and effective service and acting as a point of contact to provide help and support with HR and administrative tasks. • Assisting at key periods (e.g.: exam preparations, accreditation visits) to ensure deadlines and objectives are met. • Arranging, prioritising and coordinating appropriate meetings involving internal and external people, requiring a high level of judgement and decision-making and organising travel and accommodation arrangements. • Organise, manage hospitality and support meetings, requiring liaison with other University departments and external organisations, preparing materials for meetings (agendas, papers etc.) and attending meetings to take minutes if required. 3 - To work and engage as a member of the School's Staff Administrative office and wider Administrative Teams. This will include:

	• Contributing to the effective running and shared professional standards of the office and School administration teams, including providing a physical customer service presence. • Undertaking activities or tasks relating to the wider office, and the development of systems that facilitate the sharing of information and workload across the office and School colleagues. • Contributing to continuous improvement through maintaining, improving and developing office systems for administration and record keeping purposes. • Engaging in project work as required in support of the wider Office and the School. • Supporting with the organisation of School wide events and academic conferences. • Providing cover for the Senior Executive Team's Executive Officer. • Supporting the Administrative Coordinator, Operations Manager and Senior Executive Team in the execution of their roles. 4 – To provide administrative support to School Committees, including assisting the Chair in scheduling meetings, minute taking and hospitality organisation. The above is not an exhaustive list and the postholder will be expected to undertake other duties as reasonably directed by the Administrative Coordinator, Operations Manager, the School Executive Team or other key members of staff. The School of Engineering currently offers hybrid-working arrangements. Due to the nature of this role, it is expected that the post holder will be required to work on campus a minimum of 80% of their time on a team rota. Additional days in the office may be required at busy times, or to cover colleague absence.

Person Specification

The Person Specification focuses on the essential and desirable knowledge, skills, experience and qualifications required to undertake the role effectively. This is measured by (a) Application Form, (b) Test/Exercise, (c) Interview, (d) Presentation.

Essential Criterion No.	Essential Criterion Description	Measured by
E1	Good general education to A level standard (or equivalent work experience) including A* - C in English and Maths GCSE or equivalent.	A
E2	Demonstrable experience of working in an administrative role, ideally within Higher Education, that includes working, interacting with and supporting senior members of staff.	A & C
E3	Excellent customer service skills, with a proactive and positive attitude towards delivering a customer-focussed service.	A,B & C
E4	Excellent verbal and written communication skills, with demonstrable experience of communicating effectively with a diverse and multi-cultural internal and external audience.	A,B & C
E5	Strong knowledge and competency of IT software including MS Office and the ability to quickly learn new systems and processes.	A,B & C
E6	Ability to provide advice to staff and students within the School relating to administrative procedures or policies.	A & C
E7	Evidence of assertiveness and influencing skills, with the ability to handle difficult or conflicting situations diplomatically.	A & C

E8	Ability to work independently and autonomously, with the resourcefulness and self-motivation to work on own initiative and proactively find solutions to problems.	A,B & C
E9	Excellent time management and organisational skills, enabling an extensive and varied workload to be prioritised and delivered to deadlines.	A,B & C
E10	Trustworthy, discreet and tactful with the ability to deal with confidential and sensitive matters empathetically.	A & C
E11	Demonstrable high levels of accuracy and attention to detail.	A,B & C
E12	Personal resilience and flexibility, with proven experience of quickly and easily adapting to changing work environments and teams.	A & C
E13	Demonstrable team working attitude, including the willingness to contribute to a positive team culture and work collaboratively and effectively with academic and administrative colleagues to promote collegiality.	A,B & C
E14	Understanding of equality, diversity and inclusion (EDI) issues as they may impact on areas of recruitment and administration and a commitment to promoting an inclusive environment.	A & C

Desirable Criterion No.	Desirable Criterion Description	*Measured by*
D1	Previous experience of working in a University and / or knowledge and understanding of structures and priorities of a University environment.	A & C
D2	Previous experience in a HR role or one that involves recruitment.	A & C
D3	Experience of using SuccessFactors software.	A & C
D4	Previous experience of providing PA or administrative support, including minute taking.	A & C