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| Role | (General) Administrative Assistant | | |
| Standardised Job description code | GENAD-01 | Grade | 5 |
| Role Purpose | | | |
| Provide efficient administrative support, ensuring smooth daily operations, and handling routine tasks with minimal supervision. Manage documentation, coordinate schedules, assist with communications, and support teams by applying established procedures while occasionally handling administrative challenges. | | | |
| Grade Descriptors | | | |
| [high level core purpose commensurate with grade descriptor] =not to be edited | | | |

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| * Deliver administrative processes and provide guidance and support to colleagues across departments, customer groups, and the wider community, limited to areas where they hold responsibility, to ensure tasks are completed efficiently, accurately, and in line with relevant policies, procedures, and regulations. |
| * Plan own tasks and contribute to short-term projects or coordinate activities related to organising, prioritising and planning time/resources in supporting day-to-day operations. |
| * Propose improvements to administrative procedures, interpreting customer needs, and often contributing to decisions impacting the administrative service provision. |
| * Engage in daily communication and networking to cultivate professional relationships and facilitate the mutual exchange of information. |
| * Communicate effectively, considering the audience and ensuring clarity and precision in conveying information and insights. |
| * Apply practical understanding of procedures to identify and swiftly resolve administrative matters, using initiative to make considered judgements when juggling multiple demands. |
| * Possess a comprehensive understanding of relevant systems and procedures, continuously pursuing specialist development, and apply this expertise to support administrative needs effectively. |

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| **CORE RESPONSIBILITIES [high level work which applies to multiple employees]** |
| Guidance on what can be changed can be found in the Toolkit for Managers & HR  Changes to core responsibilities must be checked and verified at local HR level to ensure edits are appropriate and remain within grade descriptor boundaries described above |
| * Act as a first point of contact for the provision of timely administrative support for a wide range of tasks and processes, identifying priorities, exercising good judgement in resolving daily problems and awareness of when to consult or refer matters on. |
| * Responsible for administrative arrangements for a range of activities, for example coordinating event/logistics, scheduling meetings, visitor arrangements and complex travel/visa arrangements. |
| * Draft correspondence independently including drafting responses to emails, updates and circulating information appropriately i.e., agendas, circulating papers, briefing notes or minutes, procedure manuals or handbooks, job adverts/description, events. |
| * Monitor administrative processes including support on financial matters, management of travel, subsistence and other expenses, allowances, invoices, involvement in setting/monitoring budgets, recruitment, induction/leavers within the team, financial administration/transaction processing. |
| * Follow, interpret and advise on procedures, and proactively seek new ways of improving administrative processes and procedures, making changes accordingly. |
| * Undertake data collection and research for administrative projects or to resolve issues, presenting findings or recommendations as needed. |
| * Ensure compliance with University data protection and policy standards, maintaining accurate records and handling confidential information with discretion. |
| * Act as a point of reference, providing guidance and support to less experienced members of the team. |
| * Maintain positive and collaborative relationships at all levels within the university and externally, where appropriate, to facilitate exchange of information and best practice. |
| Selection Criteria ESSENTIAL [defined by SJD] |
| * The ability to manage and prioritise a varied workload and work to deadlines. * Attention to detail and a high level of accuracy. * Experience of providing a high standard of administrative support and drafting correspondence. * Good numeracy skills and experience with routine financial administration tasks. * Demonstrated experience of working within processes and procedures and aptitude for implementing improvements. * Excellent computer skills including Word, Excel, Powerpoint, Sharepoint |

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| Desirable |
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| Date |  |
| Edits to core responsibilities checked & verified against grade descriptor by {Departmental HR contact}: |  |