

Candidate Information

Position:	Administrative Officer
School/Department:	MRCI
Reference:	18/107020
Closing Date:	Friday 14 December 2018
Salary:	£33,199 - £39,610 per annum (potential to progress to £43,266 per annum through sustained exceptional contribution)
Anticipated Interview Date:	Friday 11 January 2019

JOB PURPOSE:

Responsibility for management of a comprehensive and professional administrative service to support the work of the Director and the functions within MRCI. The Administrator is principal contact for the Director and responsibility includes the efficient and effective collation, review and reporting of Directorate wide University and legislative requirements (Health and Safety, Compliance, Data Security, Business Continuity and Risk Management), provision of specialist advice and support to clerical staff within the Directorate in carrying out their roles, and serving on such committees and steering groups as required by the Director.

MAJOR DUTIES:

1. Provide a confidential and professional administrative service to the Director to support all activities within MRCI. This includes University reporting, monitoring and support of progress
2. Monitor and support progress against Directorate KPIs, ensuring appropriate compliance, response to issues relating to internal and external customers, and government/legislative issues e.g. Freedom of Information/ Data Protection/DfE.
3. Ensure administrative processes across the Directorate are of the standard required by the University, providing professional guidance and, where required, training to clerical staff across MRCI. Play a leadership role in providing specialist advice to five senior secretarial staff across all areas of MRCI to ensure a quality service is achieved.
4. Regularly liaise with MRCI units and provide advice and guidance to the senior management team and support staff as required to enhance the quality, and ensure timely delivery, of papers and reports on a Directorate wide basis to meet committee and corporate reporting requirements. Using this knowledge and expertise, review administrative processes within MRCI, to inform and implement changes.
5. Direct line management for the staff within the Director's Office, and overview the management of the day to day operations of the office, providing guidance as necessary, to ensure effective processes and systems. Participate in the recruitment, selection and appraisal of clerical staff, identifying gaps in skills and ensuring appropriate training to maximise service quality, efficiency and business continuity.
6. Provide Project Management support to develop strategic initiatives.
7. Manage and maintain an intelligent and informed oversight of the flow of information and communications into and out of the Director's Office to support the resolution of issues and queries, independently providing advice, briefings and support to staff at all levels within the Directorate, other staff of the University, and outside bodies, for example, queries in relation to Freedom of Information/DfE responses, and students with specific concerns relating to recruitment and admission.
8. Chair the MRCI Health and Safety Committee, facilitating coordination of effort in ensuring health and safety compliance across the Directorate to meet legislative and University requirements. Lead on the enhancement of awareness of all staff with respect to issues such as safety in the workplace and emergency evacuation procedures. Support the Health and Safety Audit process via the collation and oversight of annual health and safety audit returns. Develop and design a Directorate-wide Health and Safety Handbook and list of written risks and any other relevant materials/publications.
9. Represent the Directorate on the GDPR Working Group, ensuring any changes to Data Protection processes are appropriately communicated to staff via the MRCI Senior Team, and that any issues are appropriately raised on behalf of MRCI, and resolutions achieved.

10. Coordinate the collation of quarterly/six monthly/annual returns to the University, and review input from each service area in the context of University and legislative requirements, prior to presentation to the Director for final review. This includes Risk Management, Performance Management Reporting, Mandatory Staff Training, University Schedule of Business.
11. Manage timely and accurate Directorate returns to the University, external, government and legislative bodies, via the establishment and maintenance of a Schedule of Business, to be updated throughout the year as additional returns are requested, and regularly disseminated. Provide advice and guidance to the MRCI senior management team to enable a more cohesive approach to communication and processing of documentation/returns to the Directorate Office.
12. Provide committee administrative support as required for meetings chaired by senior University personnel such as the Registrar. This includes the production of agenda, minutes and papers, and all other duties required for efficient committee servicing.
13. Responsible for the review of Directorate policies and procedures, in liaison with the senior team, to ensure a comprehensive record that meets with University requirements and is appropriately aligned to holistic Queen's policies and procedures.
14. Produce detailed analyses of HR, financial information and student recruitment figures using the full range of University facilities, including Qfis, Qsis, Staff Establishment, Student Dashboard and online absence, and manipulate information as required via the use of computer software such as Excel spreadsheet. Assess, and provide possible solutions to, issues such as purchasing compliance, NSP staff and staff sickness absence, to support the Director and Heads of Service.
15. Support the Business Operations and International Partnerships Manager in the development and distribution of appropriate and consistent annual metrics that will support accurate measurement of student recruitment performance against KPIs.
16. Manage the service provided within the Student Plus Reception in support of prospective students and parents etc. during the annual Admissions Clearing period.
17. Act as MRCI Liaison with Estates business partner, monitoring service provision, in consultation with Heads of Service or their nominees, and reporting any issues as appropriate to facilitate resolution.
18. Represent the Directorate as required on committees and groups, such as, Access Control Users Group, ensuring any changes to process are appropriately communicated to staff via the MRCI Senior Team, and that any issues are appropriately raised on behalf of MRCI, and resolutions achieved.
19. As required by the Director, lead on short-term projects additional to standard business, e.g. Review of Admissions and Access Service, MIPIM, NI Skills, etc.
20. Such other duties as may be required and fall within the general ambit of the post.

Planning and Organising:

1. Determine appropriate Directorate Office and service unit workflow and activity scheduling to meet University deadlines and Directorate targets. Ensure regular communication of upcoming deadlines and changes to schedules to Heads of Service and other relevant staff.
2. Plan and schedule Directorate work and responsibilities based on the University's annual cycle of business, with an awareness of longer term and governance/compliance issues, coordinating timely support and submissions from the senior and clerical teams to ensure appropriate progress to meet deadlines, and to ensure that work produced is of a high standard.
3. Use initiative and discretion, based on knowledge and experience, to determine priorities and resolve conflicts to meet targets and deadlines.
4. Collate and analyse information and statistics and use to draft reports for University committees.
5. Provide guidance to all units within the Directorate in the production of committee documentation for Directorate meetings, and papers for University committees such as UOB, UEB, Registrar's Group, University Digital Board, University Brand Group, Brexit Project Group and the Registrar's Sweep Report, ensuring these are of a quality to meet University requirements.
6. As Chair of the MRCI Health and Safety Committee, support representatives in all units to monitor and maintain a safe working environment for all staff.
7. Lead and monitor Directorate progress against governance/compliance issues including mandatory staff training and FOI/DP responses, and respond directly to the Registrar and Chief Operating Officer/Communications Office or draft responses for the attention of the Director.
8. In liaison with the Secretary to Director, schedule relevant committees led by MRCI, ensuring alignment with overarching committees within the reporting structure.

Resource Management Responsibilities:

1. Responsible for direct line management of Directorate Office staff and for the provision of advice and guidance to clerical officers across all MRCI areas, i.e. providing support, and assisting in performance management, training and development.
2. Recruit, select and appraise clerical staff, identifying gaps in skills/requirements and ensuring appropriate training to maximise service quality, efficiency and continuity.

3. Develop and determine opportunities for cross-Directorate clerical liaison and cover across MRCI to ensure that the needs of the business are met.
4. Oversee the Directorate Office financial activity (purchase ordering, invoice registration, purchase card, petty cash) with responsibility for ensuring that finances are appropriately and efficiently managed and monitored.
5. Oversee other office and Boardroom systems maintenance including Estates (via Planon etc.) and Information Services (Helpdesk) matters.

Internal and External Relationships:

1. Attend meetings as requested by the Director to ensure MRCI is appropriately represented.
2. Liaise with a wide range of contacts at all levels throughout the University, and external stakeholders, to support own work activities and specific tasks when required.
3. Liaise with a wide range of external contacts (international, business sector, tourism, commercial enterprises, local government) with regard to various confidential and sensitive issues.
4. Provide support to other areas of the University as required.

ESSENTIAL CRITERIA:

1. Minimum: Third level education plus substantial relevant work experience in a similar environment.
2. Experience of planning and progressing resources and work activities within general, professional guidelines or organisational policy, using initiative and independent judgement in their application, including experience of dealing with a broad range of highly confidential information in relation to staff and resources.
3. Clear understanding of legislative regulations and codes of practice associated with the work of the Directorate.
4. Good analytical and problem-solving ability.
5. Strong time management and organisational skills.
6. Understanding of the Directorate's KPIs and targets in the context of the University's Corporate Plan.
7. Supervisory and line management skills.
8. Project management experience.
9. Ability to work as part of a busy team delivering to tight deadlines within an expanding and changing commercial environment.
10. Excellent oral/written communication skills and ability to produce accurate correspondence, papers and reports, free from grammatical, spelling and punctuation errors.
11. Good interpersonal skills with ability to understand and interpret the requirements of other staff.
12. Keen awareness of the importance of confidentiality and ability to handle sensitive issues.
13. IT literacy including up-to-date knowledge of relevant software, and relevant University online and electronic systems.
14. Ability to use initiative and judgement to resolve daily problems independently.

DESIRABLE CRITERIA:

1. A relevant postgraduate qualification.
2. Cultural sensitivity and experience of working with partners in the University's strategic markets, e.g. Middle East, China, Malaysia.