



Candidate Information

Position:	Senior Administrator (Pivotal)
Reference:	19/107754
Closing Date:	Monday 26 August 2019
Salary:	£40,792 - £50,132 per annum
Anticipated Interview Date:	Monday 16 September 2019
Duration:	2 Years

JOB PURPOSE:

Providing comprehensive professional support to the Director and Board of Trustees of Pivotal. The post-holder will work within a small team of core staff (that will be supplemented with additional staff on freelance contracts/ internships) and will play a critical role in the establishment, ongoing development and management of this new organisation's administrative, fundraising, research and events activities; the development of its relationships with stakeholders; and the supervision of interns and volunteers. The post holder will oversee the day to day operations within Pivotal. This includes the management of resources, leadership, supervision, development and appraisal of support staff and, where necessary, the interpretation of University relevant policies and requirements. The postholder will report to Pivotal's Director and support the Director and Board of Trustees in the development and implementation of strategies leading to the achievement of Pivotal's targets.

MAJOR DUTIES:

1. Responsible for establishing and managing the ongoing effective and efficient running of Pivotal's office, including the set up, implementation and ongoing management of the organisation's administrative, HR and financial systems and procedures.
2. Having overall responsibility for the employment and performance of support staff including acting as mentor/ coach as required. Providing direct line management to the support staff in Pivotal, ensuring staff are supported and developed to maximum potential. This will include setting objectives, monitoring progress, managing performance, leading the appraisal process, delegating, supervising and proactively managing any staffing issues.
3. Contribute to the overall success of the organisation by providing specialist and administrative support and advice to Pivotal's Director, Head of Research and Head of Communications and Engagement. Continually reviewing, enhancing and developing administrative systems, policies and procedures to ensure optimal use of resources.
4. Provide comprehensive professional executive support, advice and recommendations to Pivotal's Director and Trustees; including organisation of meetings, attendance at senior level meetings and proactively contributing to strategic planning, preparation of papers, advice regarding governance and compliance and ensuring that administrative processes are in place to support the Board in maintaining compliance with statutory reporting obligations.
5. Provide administrative support for relevant committees, working groups and workshops, including those established to take forward key Pivotal priorities. This will include preparation of agendas, drafting of minutes and relevant papers and coordinating follow-up actions and responses from senior managers
6. Produce complex, evidence-based reports, briefings and other documentation for internal reporting purposes (e.g. senior committee papers) and external stakeholders (e.g. statutory returns, government consultations). Acting with utmost discretion in dealing with a wide range of confidential and sensitive information.
7. Make recommendations for action, based on the analysis and interpretation of relevant information and data to Pivotal's Director and Trustees in dealing with/resolving specific issues etc.
8. Use broad knowledge and experience of local, national and international matters of public and social policy, to research and draft reports to Pivotal's Board of Directors on issues of strategic importance that will inform the decision-making process.
9. Establish and manage various task forces/groups to take forward delivery of key Pivotal priorities.
10. Lead in the development, management and implementation of special projects arising from strategic plans and continually review, enhance and develop administrative systems, policies and procedures to ensure optimal use of available resources.

11. Work in conjunction with Pivotal's Director in developing and allocating the budget, managing resources within allocated budgets and in line with Pivotal's Financial and Purchasing Procedures. Providing reports for reviewing the financial health and operations of Pivotal.
12. Work with the Head of Communications and Engagement to ensure the effective delivery of Pivotal's Communications and engagement Strategy as required. This will include successful event management.
13. Build effective relationships with senior University management at Queen's University and Ulster University, leadership figures and internal and external stakeholders across business, academia and government.
14. Ensure Pivotal meets its legal/regulatory and operational responsibilities including Health and Safety and GDPR.
15. Develop and maintain effective and efficient databases (such as CRM databases) and information systems, including those which facilitate the major activities of Pivotal.
16. Carrying out any other duties which are appropriate to the post.

Planning and Organising:

1. Contribute to the development and implementation of Pivotal's plans. Provide high level advice, preparing discussion papers, policy recommendations and performance reports to Pivotal's Director, Head of Research and Head of Communications and Engagement.
2. Manage the set up, implementation and review of the organisation's administrative, HR and financial systems and procedures to ensure maximum efficiency and effectiveness.
3. Evaluate and monitor projects with respect to risk, deliverables and milestones in conjunction with Pivotal's Director.
4. Manage multiple tasks according to the relevant priorities, to take the initiative working in a self-directed fashion and to be very well organised.
5. Manage own time and workload to support the achievement of annual work unit objectives with broad Pivotal impact.

Resource Management Responsibilities:

1. Line management responsibility for administration support staff in Pivotal.
2. Prepare and manage detailed project plans which contribute to short, medium and long-term Pivotal priorities.
3. Manage the relationship between Pivotal's host organisations (Queen's University and Ulster University) in relation to the provision of office accommodation and events facilities.
4. Managing services and relationships with office/ equipment and other service providers.
5. Managing resources within budget to ensure maximum value is delivered for resources deployed.
6. Managing resources and maintaining records as required by funders to ensure the appropriate use of restricted funds and compliance with all reporting requirements.

Internal and External Relationships:

1. Liaise with Senior Pivotal staff to support own work activities and the work of Pivotal.
2. Liaise and network with staff, across all levels in Pivotal on relevant issues and in projects as required.
3. Attend relevant internal and external meetings to ensure that Pivotal's interests and aims are appropriately represented.
4. Deal with staff at all levels in Pivotal, Queen's University, Ulster University and externally, using tact and diplomacy, involving elements of discussion, influencing and negotiation.

ESSENTIAL CRITERIA:

1. Degree (or equivalent qualification).
2. Substantial relevant experience of management and/ or administration at a senior/ strategic level. With experience to include:
 - Development and implementation of administrative, financial and HR policies and procedures.
 - Proven experience for the efficient and effective running of a unit/ department/ organisation.
 - Experience of financial planning and managing substantial budgets.
3. Excellent IT skills, including confident and proficient use of the Microsoft office suite.
4. Demonstrable analytical and organisational capability across a range of management functions.
5. Demonstrable ability to think strategically as well as focus on operational details.
6. Attention to detail and strong analytical/ problem-solving approach.
7. Excellent communication skills both written and verbal.
8. Demonstrable ability to work independently with a high level of self-motivation as well as part of a team.
9. Excellent interpersonal skills working with a wide range of people with tact and diplomacy and working effectively under pressure.

10. Well-developed planning and organisational capabilities with ability to prioritise a diverse workload, respond to changing priorities and work to tight deadlines.
11. Focused on delivering outcomes.
12. Ability to remain calm under differing pressures and provide good sense of judgement.
13. Willingness to work flexibly as required to meet the requirements of the role

DESIRABLE CRITERIA:

1. Experience of working with a Board of Directors/ Trustees to support them in maintaining their internal processes and external compliance obligations.
2. Demonstrable knowledge of statutory compliance requirements including Information Commissioner, HMRC, Companies House etc.

ADDITIONAL INFORMATION:

Pivotal is a new public policy forum for Northern Ireland, aiming to bring a wider circle of people into collaborative public debate; to develop a more forward-looking political culture, and enable local government and a future Executive to develop better public policy.

Future facing, independent of government and not aligned to any political party, Pivotal's focus is on evidence-based ideas and policies to improve our society, economy and public services. It will bring people from all parts of the community together to identify the big issues facing our society; to share insights and ideas; and to find solutions. Its events and research activities will involve researchers and experts, local decision-makers, the people who implement policies and the public who stand to benefit when policy is effective – and suffer when it is not.

Queens University and Ulster University have committed to an academic partnership with Pivotal, including the provision of a range of academic and administrative support.

As part of that commitment the universities are recruiting a Senior Administrator for a two year contract, with the postholder being seconded to Pivotal upon appointment. The post will be reviewed at the end of that period.

The postholder will be based at Queen's University in Year 1 and Ulster University Belfast in Year 2.