

Business Support Administrator

Job Ref: REQ250017

As part of the University's ongoing commitment to redeployment, please note that this vacancy may be withdrawn at any stage of the recruitment process if a suitable redeployee is identified.

Job Description

Job Grade: Administrative Services, Grade 4

Job Purpose

To provide a highly professional and efficient business support service to Estates & Facilities Management (E&FM).

The postholder will take shared responsibility for day-to-day business support of all areas of activity across E&FM.

Reporting to the Business Co-ordinator (HR/Governance), the post-holder will be expected to lead on nominated areas and work flexibly across other areas commensurate within their grade as and when business needs require.

Duties and Responsibilities:

Governance

- To work closely with the Estates & Facilities Management Senior Leadership Team (E&FM SLT), the Programme Management Office (PMO) and colleagues in the Planning Office to adhere to the University's governance processes for approval of major and minor projects.
- To develop a good understanding of the University's governance and decision-making process.
- To service and provide meeting and minuting support to formal meetings and Project Management Boards. This involves proactively diarising meetings, preparation and co-ordination of agendas, papers and actions logs, accurate minute taking and their prompt circulation following chair approval.
- To provide cover for team colleagues to ensure that the E&FM SLT, Project Managers and their teams, receive a consistent level of service of governance, Human Resource (HR) and Finance administrative support.

Human Resources

- To act as E&FM's first point of contact for HR related activities and to work closely with the Business Operations Officer in participating with the development of effective processes for HR administration.
- To take shared responsibility and provide confidential support for the administration processes associated with recruitment and selection, contract amendments, position approvals, induction and probation and overtime processing.
- To co-ordinate recruitment processes by arranging and supporting interview panels, shortlisting candidates and ensuring professional communication when liaising with external candidates.
- To develop competence in the use of the iTrent Recruitment system for managing staffing recruitment

requests and sickness absence; to develop competence in the use of the Dashboard system for managing casual recruitment.

Business Support

- To provide a professional and confidential business support service to the E&FM SLT which includes arranging meetings, hospitality, event support and travel arrangements. To work proactively in anticipating administrative needs and requirements.
- To support the departmental Web Technician with the updating of the Estates and Facilities Management website and the collation of relevant information.
- To utilise the Clarity system for all travel and accommodation bookings.
- To provide administrative support to Project Managers in publishing and co-ordinating tender documents using the Delta tender procurement system.
- To act as Purchase Card Holder for the Department, ordering goods and services and adhering to the LU purchasing card procedures and using the Lloyds Commercial Card Data Management system to review and verify transactions.
- Using the Agresso Finance system, to act as a Designated Departmental Person (DDP) to raise purchase orders to procure goods and services and to goods receipt. To maintain financial records in order to adhere to financial regulations and audit requirements.
- To purchase stationary items, printing materials or stores equipment using the Agresso e-procurement finance system. To ensure value for money and compliance with the University's procurement policies and guidance. To undertake on-going procurement training.
- To maintain several departmental documents including E&FM organisational charts, First and Mental Aiders lists and Communication lists.
- To create and maintain operational records, electronic files, databases and archives, ensuring we are working compliantly within the General Data Protection Regulations (GDPR) and supporting colleagues to do so.
- To become involved in activities that support the estate's broader strategic objectives such as the Archibus system implementation and other change projects.
- To fully engage in and support the process for annual Personal Development Reviews (PDR's) and to proactively undertake any training and personal development identified through the PDR process.
- Using the principles of Change Methodology, to work proactively and collaboratively with the Business Operations Officer to review existing processes, help identify where change is needed to work more effectively and efficiently as a team and develop processes that focus on service enhancement.
- To share good practice and ensure consistency of Governance, HR, Finance and general business processes across the Department.
- To develop and maintain a professional and supportive working relationship with colleagues within E&FM and the wider University and to collaborate with them effectively.
- Undertake additional duties as requested by the Business Operations Officer, and in response to the changing needs within the Department or wider University.

Points to Note

The purpose of this job description is to indicate the general level of duties and responsibility of the post. The detailed duties may vary from time to time without changing the general character or level of responsibility entailed.

It is expected that annual leave will be arranged to fit with the requirements of the role and the activities taking place in the wider team.

Special Conditions

All staff have a statutory responsibility to take reasonable care of themselves, others and the environment and to prevent harm by their acts or omissions. All staff are therefore required to adhere to the University's Health, Safety and Environmental Policy & Procedures.

All staff should hold a duty and commitment to observing the University's Equality & Diversity Policy and Procedures at all times. Duties must be carried out in accordance with relevant Equality & Diversity legislation and University Policies/Procedures.

Organisational Responsibility

The role holder will report directly to the Business Co-ordinator (HR/Governance).

Person Specification

Your application will be reviewed against the essential and desirable criteria listed below. Applicants are strongly advised to explicitly state and evidence how they meet each of the essential (and desirable) criteria in their application. Stages of assessment are as follows:

- 1 – Application
- 2 – Test/Assessment Centre/Presentation
- 3 – Interview

Essential Criteria

Area	Criteria	Stage
Experience	Experience of servicing and minute-taking at high level meetings.	1,2,3
	Experience of establishing and maintaining accurate electronic records.	1,3
	Previous relevant experience of working in a busy customer focused office environment.	1,3
Skills and abilities	Highly professional and flexible with excellent interpersonal skills.	1,3
	Demonstrate resilience and ability to plan and prioritise, work on own initiative and deal effectively with simultaneous demands.	1,2,3
	Able to demonstrate excellent written and verbal communication skills with ability to liaise diversely with internal and external colleagues.	1,2,3
	Proven ability to review, develop and implement new or existing processes.	1,3
	Confident and proactive with excellent organisational skills.	1,3
	Ability to build good relationships. Positive, enthusiastic and highly motivated.	1,3
	Able to work with accuracy and attention to detail and maintain confidentiality.	1,2,3
	Competent IT skills; excellent use of Microsoft Office and Outlook.	1,2,3
Training/ Development	Able to demonstrate an ongoing commitment to training and personal development.	1,3
	A willingness to undertake further training and development as necessary, and to adopt new procedures as and when required	1,3
Qualifications	A level education or equivalent.	1,3
Other	A commitment to equality and diversity with the ability to role model, adhere to and advocate the University's Equality and Diversity policy.	1,3
	Understanding and experience of adhering to GDPR legislation and Data Protection Policies.	1,3

Desirable Criteria

Area	Criteria	Stage
Experience	Experience of working in a Higher Education setting.	1,3
	Experience of Loughborough University administrative procedures and processes.	1
	Experience of Loughborough University Governance.	1
	Experience of Loughborough specific systems and procedures.	1
Skills and abilities	Skills using relevant Loughborough University IT systems e.g. iTrent, Agresso, Delta, Dashboard.	1

Conditions of Service

The position is full time and open-ended. Salary will be on Administrative Services Grade 4, £24,600 to £28,081 pro rata per annum. Subject to annual pay award, at a starting salary to be confirmed on offer of appointment.

The appointment will be subject to the University's normal Terms and Conditions of Employment for Grades 1 to 5 staff, details of which can be found [here](#).

The University is committed to enabling staff to maintain a healthy work-home balance and has a number of family-friendly policies which are available at: <http://www.lboro.ac.uk/services/hr/a-z/family-leave-policy-and-procedure---page.html>.

We also offer an on-campus nursery with subsidised places, subsidised places at local holiday clubs and a childcare voucher scheme (further details are available at: <http://www.lboro.ac.uk/services/hr/a-z/childcare-information---page.html>). In addition, the University is supportive, where operational needs allow, of flexible working arrangements.

We also strive to create a culture that supports equality and celebrates diversity throughout the campus. The University holds a Bronze Athena SWAN award which recognises the importance of support for women at all stages of their academic career. For further information on Athena SWAN see <http://www.lboro.ac.uk/services/hr/athena-swan/>