

## Administrative Officer

Job Ref: REQ250665

**As part of the University's ongoing commitment to redeployment, please note that this vacancy may be withdrawn at any stage of the recruitment process if a suitable redeployee is identified.**

### Department Summary

The Research and Innovation Office (RIO) plays a leading role in shaping and delivering the University's research and Innovation activities and provides a high quality, added value and seamless service to researchers across the research development pipeline.

The Office incorporates several different teams that provide support for: nurturing partnerships and collaborations; identifying and applying for funding; managing research projects and assuring compliance with policy; improving the visibility of research outputs; fostering the impact, intellectual property and commercialisation of research; and the nurturing of research leadership skills through training and skills development programmes.

The Research and Innovation Office also works closely with other Professional Services across the University, notably Legal Services, Registry, Student Services, Finance and HR.

### Job Description

**Job Grade: Administrative Services Grade 4**

#### Job Purpose

To work within the Research and Innovation Office (RIO) administrative support team to provide support for:

- A Specific Functional Area
- Business Administration
- General Administration

#### Job Duties

##### ***Specific Functional Area Support***

- To be the primary lead for one specific functional area, ensuring cover when workloads are high or during absences.
- To be the main point of contact for one specific function via telephone, email and in person. To respond to all enquiries, giving advice to and signposting staff, students, and external parties as appropriate in a timely and effective manner. To work independently and use own initiative when dealing with unexpected problems and urgent issues, referring more complex problems to the Research and Innovation Senior Administrative Officer.
- In conjunction with Research and Innovation Office colleagues, to be responsible for organising internal and external events, showcase activities, visitor agendas and seminar programmes. This includes the preparation and communication of relevant publicity and paperwork associated with these activities, and participation in them as needed. The collation of feedback and survey data may also be required.
- To conduct general administration, data maintenance updates and report generation using the relevant database or system, using an in-depth knowledge of the software and general IT systems.

- To develop and maintain a strong working relationship with University colleagues and external stakeholders as appropriate and to consult appropriately with those in other Professional Services to conduct required roles and responsibilities.

### ***Business Administration***

- To be responsible for purchasing of up to £5000 in value via Purchase Order and Purchase Card, raising invoice requests and BACS transfer requests, car hire and making travel and accommodation arrangements for external stakeholders as appropriate.
- To develop a strong working relationship with colleagues in other Professional Services in central HR, Finance and Purchasing Offices, to ensure that all internal Office processes and procedures reflect and comply with University policy.
- To assist Research and Innovation Office colleagues in HR procedures and processes, including taking responsibility for activities involving the HR on-line system such as recruitment and sickness reporting as required.
- To undertake specific induction duties for new Research and Innovation Office staff members, which may include IT enquiries, Health and Safety awareness and workplace requirements, as requested by the Research and Innovation Senior Administrative Officer.

### ***General Administration***

- To respond to enquiries received in person, by telephone or email and take appropriate action. This will include dealing primarily with professional and academic staff but will also include external organisations.
- To undertake general clerical duties such as photocopying, filing, binding, and laminating of documents. By undertaking such duties and responsibilities which are commensurate with the grade and the nature of the post.
- To provide cover for other colleagues at busy times and in cases of absence, by undertaking such duties and responsibilities which are commensurate with the grade and nature of the post.
- To ensure compliance with relevant University policies and procedures.
- To undertake any training and development deemed appropriate for the position by the line manager.

### **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 the post holder will undertake appropriate duties, commensurate with the grading of the post.

### **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 and Procedures.

All staff should hold a duty and commitment to always observing the university's Equality, Diversity & Inclusion policy and procedures. Duties must be conducted in accordance with relevant Equality and Diversity legislation and university policies/procedures.

Successful completion of probation will be dependent on attendance at the university's mandatory courses which include Belonging and Inclusion and, where appropriate, Recruitment and Selection.

### **Organisational Responsibility**

Reports to the Research and Innovation Senior Administrative Officer.

## 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 – Interview

Area	Essential	Desirable	Stage
<b>Experience</b>	Previous experience of working in a busy office environment	Experience within a Higher Education setting	1,2
	Experience within a student or other customer-focused environment	Experience of Loughborough University administrative procedures	1,2
	Experience of establishing and maintaining accurate electronic records with attention to detail.	Experience of Loughborough specific systems and procedures	1,2
	Experience of working individually and as part of a team.		1,2
<b>Skills and abilities</b>	Excellent practical IT skills including Microsoft Word, Excel, Teams (arranging hybrid events) and Outlook (diary management & booking rooms).	Skills using relevant Loughborough University IT systems e.g. iTrent, Clarity Travel	1,2
	Able to work under pressure and keep to deadlines.	Understanding and knowledge of relevant legislation e.g. GDPR Freedom of Information, Health and Safety etc.	1,2
	Able to plan, prioritise and work independently with minimal supervision.	Able to take Minutes.	1,2
	Excellent interpersonal, organisational, oral, and written communication skills, with people at all levels.		1,2
	Able to maintain confidentiality.		1,2
	Flexibility and the ability to adapt to a changing work environment.		1,2
<b>Training</b>	Demonstrate willingness to undertake further training.		1,2
<b>Qualifications</b>	Educated to A level or equivalent or have considerable experience in a relevant role.		1
	GCSE Grade C or equivalent in English and Mathematics		1

## Conditions of Service

The position is FULL TIME and OPEN-ENDED. Salary will be on Administrative Services Grade 4 £26,527 to £28,381 per annum, 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 Academic and Related staff/Operational and Administrative 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, wherever possible, 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/>