

**JOB DESCRIPTION**

**Job Title:** PA / Administrator

**Service:** External Relations Directorate

**Grade:**  D

**Campus:** Docklands

**Responsible to:** Service Business Manager, External Relations

**Liaison with:** External Relations staff; UEL schools and services, external service providers, students

**Never Not Moving Forward**

Build your career, follow your passion, be inspired by our environment of success. #BeTheChange

The University of East London is one of the most diverse and vibrant universities in the global capital. Our pioneering and forward-thinking vision is making a positive and significant impact to the communities we serve, inspiring both our staff and students to reach their full potential.

Born in 1898 to serve the skills needs of the 2nd industrial revolution, the University of East London is underway with its transformational 10-year Vision 2028 strategic plan led by our Vice-Chancellor & President, Professor Amanda Broderick, to advance Industry 4.0 careers-1st education. We have a clear route-map to provide a springboard for the jobs and opportunities of the future; drive diversity in the 4.0 talent pipeline - working in partnership to promote talent wherever it is found; and to create an inclusive and sustainable, green future.

We are looking for forward-thinking, innovative, curious, high-energy, self-aware people who are passionate about making a positive difference and who will thrive in an inclusive and diverse University community who are never not moving forwards.

As one of the most socially inclusive and international Universities and comprising one of the most diverse staff populations in the UK (50% of our professoriate identify from black or minority ethnic backgrounds), we are hugely proud of our track record in reducing inequalities (ranked 1st in the UK & 2nd globally, Times Higher Education Global Impact Rankings, 2020) and our commitment to equality, diversity and inclusion is at the heart of Vision 2028.

We are building an environment of success where colleagues are supported to achieve, and our community can flourish and thrive. We are an accredited Investors in People Award Institution and have achieved the Investors in People Health and Wellbeing Award. With Athena Swan Awards and being one of a small number of universities to have achieved the Race Equality Charter Award, we continue on our journey to address and reduce barriers to opportunity.

So, if you are looking to build your career in a dynamic, inclusive, and performance-focused team and are inspired by our environment and drive for success, we want you to apply to join the University of East London. We are looking for inspirational individuals who have a passion to make a positive difference to people and planet, creating a more sustainable future for everyone.

**THE DEPARTMENT**

The External Relations Directorate (ERD) is made up of a number of teams including Communications & Engagement, Marketing, Recruitment and Conversion, Outreach and Access, Design and Digital, Events and Advancement, Admissions and the International Office. We are looking for team members who will be part of embedding an innovative practice to our external relations directorate and enjoy working in an agile environment as we work towards a culture of the ‘continuous new’.

**JOB PURPOSE**

To provide full PA, executive and administrative support to the three External Relations’ directors (Deputy CMO, Director of Recruitment and Director of Change and Transformation).

To provide administrative support to the department delivering first class logistical and customer service support, to assist the teams in achieving their objectives and provide an efficient service to staff, students, visitors and suppliers.

**MAIN DUTIES AND RESPONSIBILITIES**

* Provide PA support to the three Directors of Service, planning, organising, and maintaining their electronic diaries to enable them to effectively use their time, ensuring that they are provided with all the necessary information and travel arrangements, and receiving visitors.
* Raise purchase orders, deal with invoices and process expenses using UEL purchasing systems and processes.
* Develop and maintain processes and systems; maintain records for departmental expenditure, IT, logistics and consumables.
* Support External Relations’ teams with booking rooms and organising catering; organising ID cards and car parking permits; booking travel and hotels.
* Organise and minute meetings including project groups, working groups and strategy meetings.
* Take responsibility for co-ordinating induction processes for staff across the department; maintain training records, sickness records, TOIL, and annual leave records for the department.
* Co-ordinate the logistics that support events including liaising with couriers and logistics companies and sourcing high quality and reliable services.
* Provide a professional and welcoming first point of contact for visitors and in response to email and phone enquirers and proactively contact people across and outside of the organisation, at all levels, to progress work.
* Undertake any other duties commensurate with the role and grade.
* Work in accordance with and promote our policies on equality and diversity.

**PERSON SPECIFICATION**

**EDUCATION QUALIFICATIONS AND ACHIEVEMENTS**

**Essential Criteria:**

* Educated to A level standard or equivalent experience. (A/C)

**KNOWLEDGE AND EXPERIENCE**

**Essential Criteria:**

* Experience of working in administration, ideally in a HE environment, and providing all aspects of logistical support to a team. (A/I)
* Experience of providing PA support to a head of team or department. (A/I)
* Experience of handling a range of confidential material. (A)
* Excellent working knowledge of the Microsoft Office package, including Teams, Word, Excel, Outlook, and PowerPoint. (A/I)
* Experience of servicing meetings. (I)

**Desirable Criteria:**

* Experience with UEL IT systems, such as Agresso (finance), Celcat (room bookings), iTrent (HR) and BlueRunner (catering). (I)

**COMMUNICATION**

**Essential Criteria:**

* Excellent verbal and written English, including the ability to communicate professionally with all levels in an organisation. (A/I)

**SERVICE DELIVERY**

**Essential Criteria:**

* Ability to assess service delivery requirements and establish delivery processes to meet those requirements. (A/I)
* Proactive, well-organised and thorough, showing excellent attention to detail. (I)

**PLANNING AND ORGANISING RESOURCES**

**Essential Criteria:**

* Ability to multi-task and manage time effectively. (I)

**INITIATIVE AND PROBLEM SOLVING**

**Essential Criteria:**

* Ability to take the initiative in resolving day-to-day issues such as resource allocation and understanding when an issue needs to be escalated. (A/I)

**OTHER ESSENTIAL CRITERIA**

**Essential Criteria:**

* Commitment to and understanding of equality issues within a diverse and multicultural environment. (A)

**Criteria tested by Key:**

A = Application form

C = Certification

I = Interview