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| **Job Title** | **Departmental Officer** |
| **School / Service** | **Architecture, Computing and Engineering** |
| **Grade and Salary Range** | **D** |
| **Location and Hybrid working status** | **Docklands** |
| **Reporting to** | **School Business Manager** |
| **Contract type** | **Permanent, full time** |

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

**THE UNIVERSITY OF EAST LONDON**

If you are seeking a career that combines innovative education with a passion for crafting positive change, look no further than the University of East London. Founded in 1898 to meet the skills needs of the 2nd industrial revolution, we’re now in Year 5 of our ground-breaking 10-year Vision 2028 strategic plan, orchestrated by our Vice-Chancellor and President, Professor Amanda Broderick.

Our goal is to advance industry 5.0 careers-first education and provide a clear path to the jobs and opportunities of the future. We are committed to driving diversity in the 5.0 talent pipeline, working in partnership to promote talent wherever it is found and creating a sustainable, inclusive, and green future.

But we can't achieve this goal alone. We need forward-thinking, innovative, and curious individuals like you to join our community and help us shape the future. As part of our team, you'll have the opportunity to work with a diverse range of people who share your passion for generating positive change. We’re an inclusive and welcoming community that is constantly moving forward, never satisfied with the status quo.

If you're ready to join a team that values your outstanding skills and perspectives and is dedicated to making a difference, we invite you to explore a career with us. We are excited to welcome versatile individuals who are committed to advancing their careers while making a positive impact on the world.

**JOB PURPOSE**

To support the business needs of the School and departments.

**KEY DUTIES AND RESPONSIBILITIES**

* Act as first point of contact for routine enquiries, in a prompt, professional and informed manner referring on as necessary.
* Act as first point of contact for guests and visitors to the school, providing a warm welcome and ensuring they are supported during their visit
* Respond to staff, student and external queries, providing a high-quality customer service via email, phone and face to face ensuring that any required action is taken in a timely manner and to the highest standards
* Create and maintain financial records for the School
* Liaising with key services within the University to produce, monitoring and check key information as requested by the School Business Manager.
* To provide administrative support to a number of relevant School and f

department meetings including, liaising with the Chair re setting the agenda, organisation of the meeting, the taking of minutes and circulating papers and reports as necessary, while working within the outlined terms of reference.

* Be responsible for meeting room bookings, configuration and set-up including ensuring AV equipment is working and setting up video calls and proactively liaising with IT where appropriate.
* Financial administration will include; ordering stationery, supplies and equipment and processing orders.
* Raise purchase orders and manage financial activities using Agresso
* To liaise with HR and Head of Departments to ensure the timely passing of information relating to the appointment of HPLs and GLs .
* To assist the with the local arrangements relation to UELs recruitment processes and arranging interviews.
* Proactively seek and suggest more effective administrative and communication systems.
* Provide administrative support as necessary to Course Leaders, including publications, shows, HPLs/GLs, travel, room bookings and purchasing to ensure the smooth running of the programmes.
* Work collaboratively with colleagues in central services to support achievement of targets, monitor performance and evaluate impact.
* Cross-school administration relating to external relations including sponsorship, alumni, donations etc.
* Liaise with academic staff, students and industry to arrange projects, competition entries, exhibitions etc.
* Update and maintain schools pages on the intranet
* Provide admin and support to staff research activities.
* Oversee special project budgets under the guidance of the School Business Manager
* Liaise with project partners and funding bodies

**KNOWLEDGE, SKILLS, AND EXPERIENCE**

**Essential**

* Administrative experience of working in a busy, customer-focused environment with the ability to deal with a variety of student/staff and education related issues with tact and sensitivity
* Experience of maintaining databases and information, using Microsoft packages
* Experienced in the use of financial management software such as Agresso or similar
* Minute-taking and diary management skills, including using Outlook or similar
* Experience of working as part of a small team, supporting others to deal with peaks in demand
* Experience of working across an organisation to build and maintain working relationships
* Experience of working to support multiple deadlines and conflicting priorities in a fast-paced working environment
* Good understanding of standards around managing, protecting and re-using information, including information security best practice and data protection principles
* Excellent communication skills with people at all levels
* Excellent organisational skill

**Desirable**

* Experience of university systems and software – Financial (Agresso), HR/Payroll (iTrent and Stonefish), Power BI
* Experience of working in higher education
* An interest and enthusiasm for the digital and creative sector

**COMPETENCIES REQUIRED**

* Ability to manage and prioritise a heavy workload whilst retaining excellent customer service standards
* Ability to use initiative, problem solve, multi-task and work as part of a team
* Good level of digital literacy
* High level of accuracy and attention to detail
* Proficient in the use of productivity suites (email, calendar, documents, spreadsheets, databases) such as Microsoft Office and Teams

**EDUCATION, QUALIFICATIONS AND ACHIEVEMENTS**

* Educated to A level standard or equivalent qualification and/or experience

**OTHER**

**Essential**

* Commitment to and understanding of equality issues within a diverse and multicultural environment

UEL is an inclusive equal opportunities employer and are proud of our Equality, Diversity and Inclusivity achievements. We expect all employees of UEL to accept our EDI policy and will not tolerate discrimination in any form. As an employee of UEL, we expect you to follow all relevant Health & Safety policies.

We're a disability confident employer and value all applications. Please let us know if you require any reasonable accommodations throughout the recruitment process.

So, if you’d like to take your career to the next level with us here at the University of East London and are passionate about our environment and commit to success, we want you to apply today!