

**University of
Northampton**

**Service Administrator – IT
Services**
Job Description



Job Title: IT Service Administrator

Grade: 5

Responsible to: Director of IT Services

Overall Purpose

The post is directly responsible to the Director providing expert administrative and secretarial support to both the Director and where necessary, their executive team and wider service. The post holder must maintain high levels of integrity, confidentiality and flexibility and be able to liaise confidently with other members of the University Leadership Team or their representatives on behalf of the Director.

Principal Duties and Responsibilities

- Provide a confidential, professional, secretarial and executive assistant support to the Director and where necessary, members of the service executive team including, arranging appointments; receiving, opening and recording of incoming and outgoing mail and correspondence; drafting replies to correspondence received as required for the Director.
- Be a conduit of information and act as a filter for the Director for issues/problems and to deal with queries and problems and rectifying issues autonomously by identifying practical options.
- Monitor the IT Services budget on behalf of the Director including, monitoring expenditure against budget; identification of inaccuracies in budgetary coding and processing amendments to ensure accuracy of subsequent financial reporting; developing spreadsheets & databases; monthly reconciliation of financial management information; processing purchase orders, internal and external invoices and various other recharges relating to income and expenditure.
- Coordinate development of the IT Services Business Continuity Plans and Risk Registers in consultation with the leadership team.
- Manage, plan and track workload of the Director to maintain an efficient and effective Service.
- Plan and manage projects taking responsibility for the operational planning and organisation of work, setting standards and establish procedures to keep on track of progress across the workload.
- Service all appropriate committees, meetings and working groups, setting agendas, arranging meetings, taking minutes, monitoring of actions and following up outcomes.

- Prepare and draft briefing papers and working documents for the Director in preparation for meetings both internally and externally. Research, collate and analyse data and edit information for inclusion in reports and presentations highlighting any issues for further investigation to support decision making processes.
- Prepare all papers, documents and associated information for the Director's meetings and visits, following up post meeting, any notes and action plans on behalf of the Director.
- Ensure that all enquiries, telephone calls and correspondence are dealt with on behalf of the Director in an appropriate and professional manner by personal action or by deferring to appropriate members of staff.
- Maintain and control electronic diaries for the Director and if appropriate their executive team scheduling appointments and meetings accurately and confidentially.
- Word process general correspondence including letters, memorandums, committee papers, reports, presentations and other correspondence for the Director.
- Develop, maintain and coordinate all office systems including brought forward, and filing systems, ensuring files are archived on a regular basis and regular filing maintained.
- Make travel arrangements and conference bookings for the Director and directorate staff, organising itineraries and maintaining business travel logs undertaken. Organise conferences and away days for the service.
- Arrange and manage hospitality bookings for the Director and executive teams as required. Arrange for all visitors and guests to be met professionally and in an appropriate manner.
- Maintain and administer all paperwork and records relating to staffing within the service including personal information, annual leave, sick absence, time-off-in-lieu, flexi time, training records, health and safety (accident reporting, risk assessments, DSE), recruitment procedures ensuring close liaison with HR and adherence to University HR policies and procedures, data protection and Freedom of Information.
- To liaise, communicate and build relationships with Professional Services and Faculties as well as outside bodies to support the work and activities of the directorate. Participate in projects and working groups as and when required setting out procedures and to keep on track with progress of different aspects of work required.
- To represent the directorate on institutional working groups, user groups and committees relating to operational matters as requested by the Director.

Generic Duties and Responsibilities

- The post holder will be expected to undertake other responsibilities and tasks as reasonably requested by the Director of IT Services.
- The post holder will be responsible and accountable for ensuring all employment legislative requirements are adhered to including equality and diversity and health and safety issues.
- The job description may be altered at any time in the future in line with the level of the post to meet changing institutional requirements, but only in full consultation with the post holder.
- You may be required to support Open Days and other key recruitment activity as and when required.

Person Specification

Please ensure that your application statement provides clear and specific examples to illustrate how you meet each essential criterion. Applicants that fail to do so will not be shortlisted.

Criteria	Essential / Desirable	Assessment Methods
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Qualifications

1	5 GCSE's or equivalent	Essential	Application
2	A professional qualification in a related discipline	Desirable	Application

Skills, Knowledge and Experience

3	Previous experience in an administrative or support post, preferably in higher education or a similar environment	Essential	Application Interview
4	Significant experience of working effectively for one or more senior manager(s) within a busy team	Essential	Application Interview
5	Proficient in Microsoft Office, including the use of Excel spreadsheets and PowerPoint presentations	Essential	Application Test
6	Experience of servicing committees, including setting agenda's and taking minutes of meetings	Desirable	Application
7	Experience of managing project work	Desirable	Application Interview
8	Demonstrable secretarial experience at Board level	Desirable	Application Interview
9	Experience supporting budget management	Desirable	Application Interview

Personal Qualities

10	Ability to adapt to organisational change	Essential	Interview
11	Ability to adapt to technological advances in the workplace		
12	Excellent communication and interpersonal skills	Essential	Interview
13	A flexible and problem-solving approach to work	Essential	Interview
14	Evidence of confidentiality, tact, and diplomacy	Essential	Application Interview

15	Excellent organisational skills, ability to prioritise for self and others and work on own initiative	Essential	Application Interview
16	Ability to work collaboratively in a team environment while also being able to work independently	Essential	Application Interview
17	Customer-oriented mindset with a friendly and professional demeanour	Essential	Application Interview
18	Good team skills and the ability to network effectively	Essential	Application Interview