

## Job Description

### Business Support Administrator Professional Services

#### Faculty of Health Studies



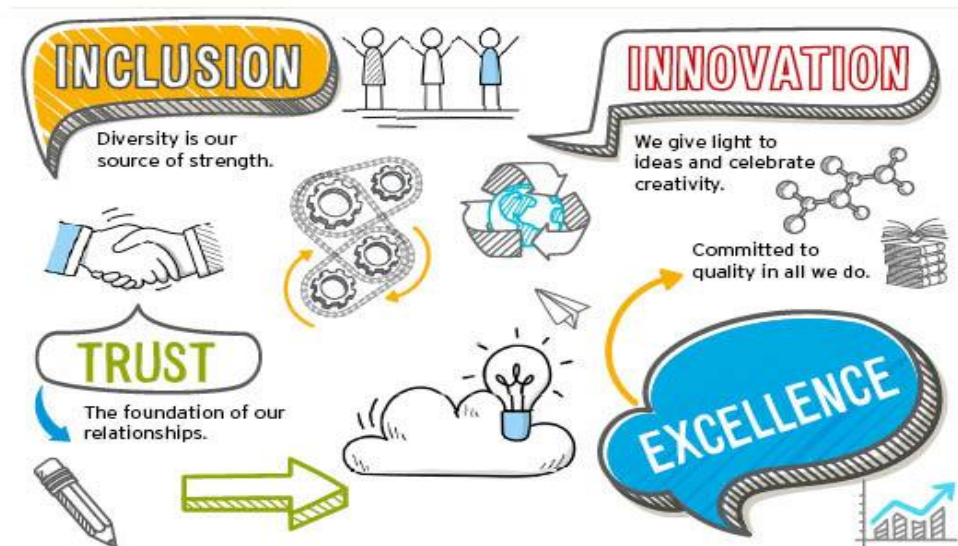
## Brief summary of the role

Role title:	Business Support Administrator
Grade:	4
Faculty or Directorate:	Faculty of Health Studies
Service or Department:	Professional Services
Location:	Horton A, City Campus, Richmond Road
Reports to:	Business Support Co-ordinator
Responsible for:	
Work pattern:	Mon - Fri 8:45am - 5:00pm

## About the University of Bradford

### Values

At the University of Bradford, we are guided by our core values of Excellence, Trust, Innovation, and Inclusion. These values shape our approach and our commitment to making diversity, equity, and inclusion part of everything we do – from how we build our curriculum to how we build our workforce. It is the responsibility of every employee to uphold the university values.



### Equality, Diversity, and Inclusion (EDI)

At the University of Bradford, we are guided by our core values of Excellence, Trust, Innovation, and Inclusion. These values shape our approach and our commitment to making diversity, equity, and inclusion at the heart of everything we do.

We foster a work environment that's inclusive as well as diverse, where staff can be themselves and have the support and adjustments to be successful within their role.

We are dedicated to promoting equality and inclusivity throughout the university and have established several networks where individuals can find support and safe places fostering a sense of belonging and acceptance. We are committed to several equality charters such as Athena Swan, Race Equality Charter, Disability Confident and Stonewall University Champions Programme..

## Health, safety, and wellbeing

Health and Safety is a partnership between employee and employer each having responsibilities, as such all employees of the University have a statutory duty of care for their own personal safety and that of others who may be affected by their acts or omissions.

It is the responsibility of all employees that they fulfil a proactive role towards the management of risk in all of their actions. This entails the risk assessment of all situations, the taking of appropriate actions and reporting of all incidents, near misses and hazards.

Managers should note they have a duty of care towards any staff they manage; academic staff also have a duty of care towards students.

All colleagues will need to ensure you are familiar with any relevant Health and Safety policies and procedures, seeking advice from the Central University Health and Safety team as appropriate.

We are registered members of the University Mental Health Charter. This visibly demonstrates our commitment to achieving cultural change in student and staff mental health and wellbeing across the whole university, whilst supporting the vision of our People Strategy to create a culture and environment of transformational diversity, inclusion and social mobility, creating a place where our values come to life and are evident in our approach.

## Information governance

Employees have a responsibility for the information and records (including student, health, financial and administrative records) that are gathered or used as part of their work undertaken for the University.

An employee must consult their manager if they have any doubts about the appropriate handling of the information and records with which they work.

All employees must always adhere to data protection legislation and the University's policies and procedures in relation to information governance and information security.

Employees will be required, when and where appropriate to the role, to comply with the processing of requests under the Freedom of Information Act 2000.

## Criminal record disclosures and working with vulnerable groups

Depending on the defined nature of your work and specialist area of expertise, the University may obtain a standard or enhanced disclosure through the Disclosure and Barring Service (DBS) under the Rehabilitation of Offenders Act 1974.

All employees of the University who have contact with children, young people, vulnerable adults, service users and their families must familiarise themselves, be aware of their responsibilities and adhere to the University's policy and Safeguarding Vulnerable Groups Act 2006.

The University is committed to protect and safeguard children, young people and Vulnerable Adults.

Suitable applicants will not be refused positions because of criminal record information or other information declared, where it has no bearing on the role (for which you are applying) and no risks have been identified against the duties you would be expected to perform as part of that role.

## Role holder: essential and desirable attributes

### Qualifications

<b>Essential</b>	<ul style="list-style-type: none"> <li>• GCSE English and Maths Grade A to C or equivalent (or equivalent experience)</li> </ul>
<b>Desirable</b>	<ul style="list-style-type: none"> <li>• EDCL or equivalent</li> <li>• Membership of the AuA or equivalent</li> </ul>

### Experience, skills, and knowledge

<b>Essential</b>	<ul style="list-style-type: none"> <li>• Experience of working in an administrative role</li> <li>• Experience of using a variety of IT packages to a high standard, including the following: word processing packages, spreadsheets, databases</li> <li>• Experience of taking minutes and providing information at meetings</li> <li>• Experience of scheduling meetings on behalf of others</li> </ul>
<b>Desirable</b>	<ul style="list-style-type: none"> <li>• Experience of working in Higher Education</li> <li>• Experience of database management</li> </ul>

	<ul style="list-style-type: none"> <li>• Experience of using SharePoint for document storage and dissemination</li> <li>• Experience of working in a PA / Secretarial role</li> </ul>
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**Personal attributes**

<p><b>Essential</b></p>	<ul style="list-style-type: none"> <li>• Ability to maintain, analyse and present information and data</li> <li>• Ability to prepare reports and deal with a wide range of correspondence and prepare and present appropriate responses</li> <li>• Accuracy and attention to detail</li> <li>• Ability to prioritise and coordinate own workload, managing own deadlines</li> </ul>
<p><b>Desirable</b></p>	

## Main purpose of the role

Working as part of the Business Support Team, the post holder will be involved in all aspects of Faculty Life including diary management, student and staff events, data processing, servicing meetings and handling internal / external correspondence.

The post holder will provide a comprehensive administrative service to Associate Deans and Heads of School. They will provide high quality administrative support for the effective and efficient operation of the Schools, Research Centres and professional support teams within the Faculty.

## Main duties and responsibilities

1. Maintaining discretion and absolute confidentiality at all times in relation to Faculty issues, and dealing with sensitive communications in a confidential, tactful and diplomatic manner.
2. Proactively managing the electronic diary of senior Faculty managers, prioritising competing demands, including arranging meetings involving colleagues and senior people (both internal and external to the University), booking suitable venues, resources, refreshments and making travel arrangements.
3. Assisting the Faculty Management Team by ensuring that paperwork and documentation for meetings is provided, and/or is available in advance of meetings and proactively highlighting where important Faculty-related issues feature or may be raised.
4. Where required, managing the inbox of Faculty Managers, categorising emails, highlighting, and bringing forward priorities as well as responding directly and appropriately to queries, which may be confidential and/or highly sensitive.
5. Receiving and reviewing incoming correspondence, drafting responses where required and maintaining appropriate records.
6. Supporting travel arrangements, including devising and managing itineraries and making travel arrangements in line with University purchasing procedures.
7. Supporting Faculty colleagues to claim expenses in a timely manner.
8. Working in an autonomous and proactive manner to anticipate the needs of Faculty Managers. Supporting the planning and organising of Faculty events and activities.
9. Building and maintaining good working relationships with internal/external stakeholders of the University.





10. Working with other members of the Business Support Team to ensure the smooth running of the Faculty's administration services.
11. Acting as a first point of contact for the Faculty, including meeting and greeting visitors, and ensuring that guests to the Faculty have a positive experience of the University, including quality communications and arranging reimbursement of expenses incurred in visits.
12. Arranging meetings for a wide range of stakeholders, treating all with sensitivity, confidentiality and professionalism.
13. Servicing meetings, ensuring that actions are tracked and acted upon and disseminated in line with University Governance requirements. These include (but are not limited to): Faculty Committees and Working Groups, Equality and Diversity meetings, Task and Finish or Project Groups.
14. Supporting the Faculty with ordering and purchasing (for example stationery, print materials, IT equipment), working with University financial systems to complete purchase orders, reconcile and process invoices as required to ensure outstanding commitments are cleared.
15. Supporting staff with conference bookings and related external activities.
16. Supporting the organisation, preparation and delivery of Faculty events.
17. Supporting the welcome and induction of new staff by, in liaison with Human Resources and IT Services, supporting the set up of IT accounts, allocation of IT cards with appropriate access rights, provision of equipment, orientation and space, etc. and the provision of information on the operation of the Faculty.
18. Receiving and reviewing incoming communications on behalf of the Associate Dean EDI and Head of Faculty Operations.
19. Identifying appropriate opportunities to act on behalf of Faculty Management to communicate/coordinate their instructions and requirements with colleagues and other departments as directed.
20. To produce and appropriately disseminate information across a range of communication channels, both internally and externally, in accordance with the Faculty's communication processes.
21. Ensuring any public or display areas related to the Faculty are kept up to date with relevant information.
22. Keeping accurate and confidential records of Faculty activities.



23. Developing excellent working relationships with colleagues in other parts of the Faculty and the Professional Services Directorates to ensure a joined up administrative journey.
24. Supporting University-wide events and initiatives including, but not limited to, open days, applicant visit days, clearing, induction and enrolment, and graduation. This may involve occasionally working on weekends or evenings.