

Post Details		Last Updated:	
Faculty	Faculty of Health and Medical Sciences School of Psychology		
Job Title	Project administrator for ACCESS: Advancing Capacity for Climate and Environment Social Science		
Job Family	Professional Services	Job Level	Level 2B
Responsible to	Prof Birgitta Gatersleben, School of Psychology		
Responsible for (Staff)	N/A		
<p>Job Purpose Statement To provide a full administrative support service to the ACCESS programme team and to facilitate the operation of effective administrative processes and procedures for the programme.</p> <p>The post holder will be responsible for ensuring the smooth running of the project, including necessary travel and meeting arrangements for those they support, event organisation, assisting in processing expenses claims and financial record keeping duties. They will support a diverse range of tasks and, as such, the post holder must be able to plan and prioritise a varied workload. The post holder will also be required to work independently and be pro-active and flexible. It is essential that the post holder be able to demonstrate good communication skills that will allow effective communication with the Surrey team members as well as the lead team based at Exeter University and other team members where relevant.</p>			
<p>Key Responsibilities This document is not designed to be a list of all tasks undertaken but an outline record of the main responsibilities (5 to 8 maximum)</p>			
<ol style="list-style-type: none"> 1. To work independently in a busy environment that will involve prioritisation of tasks, decision making, planning, financial management and organisation of events whilst being sensitive to the needs of others and contributing to a number of teams. 2. To take responsibility for developing a detailed understanding of both the funder's requirements and the University's systems and processes. 3. To handle large volume of written and oral information, disseminating across the research team as appropriate and responding to questions and enquiries. On occasion, this will include explaining and interpreting complex procedures and processes. 4. To be a key contact point for internal and external enquirers seeking information about the project. The post holder will be required to respond promptly and efficiently in a friendly and professional manner. Keeping others informed as necessary. 5. To build and maintain effective working relationships with the ACCESS project team members to ensure effective communication and flow of information. 6. To arrange meetings, making the necessary arrangements for diary confirmations, room bookings and video conference bookings where necessary. This will involve preparing and circulating papers and taking minutes. 7. To use the University's finance system, T1, to raise, track and receipt payments, process expenses claims, etc. 8. To make travel bookings using the appropriate booking systems and processes whilst ensuring value for money and compliance with the University's travel policy. Also, to make conference registrations and arrange travel advances as necessary. 9. To gather completed timesheets from the Surrey project team where needed and verifying the information therein, for the purposes of audit. 10. Provide administrative, calendar and communications support to designated senior managers and Heads of ACCESS 11. Draft and send announcements about academic or administrative matters to the ACCESS team both within Surrey and beyond, in consultation with the ACCESS programme manager and the Surrey programme director of ACCESS 12. Assist with office matters and ad-hoc projects as needed, helping to improve and streamline processes and procedures 13. Take responsibility for tasks and projects in support of Surrey ACCESS activities as directed by their Line Manager, note taking and assisting with committee meetings and responsibility for actions flowing from these 14. Liaise with the Exeter ACCESS administrator on a regular and ad-hoc basis as needed. 			

N.B. The above list is not exhaustive.

Problem Solving, Accountability and Dimensions of the Role

The post holder has specific responsibility for the provision of administrative services within a clearly defined sector of work and attention to detail is required. They will carry out tasks within a set of established operational guidelines and procedures with minimum day-to-day supervision from their Line Manager. The post holder will work with some independence and initiative in order to arrange their immediate work priorities without supervisory approval, provided key deadlines and work objectives are met.

The post holder will act as a first point of contact for Surrey members of ACCESS requiring administrative support for academic activities (research and/or teaching or events support), as well as for staff across the wider ACCESS team and beyond wishing to contact members of ACCESS. They are expected to field calls and emails effectively and to respond to incoming enquiries efficiently, ensuring that any required action is taken.

The post holder is required to take clear, concise and accurate minutes of ACCESS meetings and must be able to follow these up with written and verbal communications with a high degree of professionalism and clarity. Following a variety of ACCESS meetings and discussions, the post holder is required to accurately note action points and to take responsibility for ensuring that these are carried out in a timely manner.

Within the scope of the role the post holder will be presented with a variety of situations, administrative or “customer” focused in nature, where the most appropriate course of action(s) will be a matter of choice, influenced by prior exposure or professional experience. The post holder will be expected to deal with less routine queries/issues or circumstances and assist staff in finding the most appropriate resolution to these, although more complex problems can be referred to their Line Manager for consultation, guidance or resolution. The post holder will be expected to assist in reviewing administrative procedures and processes and recommending improvements, as well as implementing them in consultation with their Line Manager.

The post holder will be privy to sensitive and confidential information and as such is expected to maintain high levels of confidentiality

The post impacts across the ACCESS programme in terms of its provision of service and promoting a positive image of ACCESS. The post does not hold any budgetary responsibility, but the post holder will assist with processing and keeping track of purchases and expenses and budgets within ACCESS.

The post holder is responsible for providing a full administrative support service for ACCESS in Surrey. This includes assisting with setting up meetings and events, communications and expenses. From time to time, the post holder will be asked to carry out projects and tasks in support of ACCESS activities as directed by their Line Manager. The post holder is expected to maintain good working relationships with University staff, students, external ACCESS members, and interested parties alike.

Further Key Responsibilities:

- Act as a first point of contact for ACCESS in Surrey with queries relating to general administration support ensuring all queries are dealt with in a helpful and courteous manner with attention to detail. The post holder will be responsible for the ACCESS inbox. Raising purchase requisitions, placing orders with suppliers within University policy, receiving goods, and goods-receipting purchase orders.
- Service ACCESS committees as required, sending out agendas, minute-taking and following up on actions identified.
- Organise the preparation of documents (using MS Word, Excel, PowerPoint, Publisher, Outlook); including formatting and distribution in accordance with brand guidelines. Produce and prepare high quality documents for staff and events.
- Plan for visitors to ACCESS at Surrey, liaising with ACCESS members outside of Surrey and external bodies as appropriate and ensure that all arrangements are dealt with in a timely manner.
- Maintain the ACCESS filing system relating to administration, for example annual leave, Visiting Professors, on behalf of the academic staff.

- Maintain the internal ACCESS Teams site with updated information, files and communications to staff.

N.B. The above lists and descriptions are not exhaustive.

All staff are expected to:

- Positively support equality of opportunity and equity of treatment to colleagues and students in accordance with the University of Surrey Equal Opportunities Policy.
- Work to achieve the aims of our Environmental Policy and promote awareness to colleagues and students.
- Follow University/departmental policies and working practices in ensuring that no breaches of information security result from their actions.
- Ensure they are aware of and abide by all relevant University Regulations and Policies relevant to the role.
- Undertake such other duties within the scope of the post as may be requested by your Manager.
- Work supportively with colleagues, always operating in a collegiate manner.

Help maintain a safe working environment by:

- Attending training in Health and Safety requirements as necessary, both on appointment and as changes in duties and techniques demand.
- Following local codes of safe working practices and the University of Surrey Health and Safety Policy.

Elements of the Role

This section outlines some of the key elements of the role, which allow this role to be evaluated within the University's structure. It provides an overview of what is expected from the post holder in the day-to-day operation of the role.

Planning and Organising

- Work flows from the Line Manager (Prof Gatersleben), co-director Prof Burningham, the Knowledge Exchange Fellows and project manager.
- Planning workflow over the course of weeks, months and annually.

Problem Solving and Decision Making

- Independent thinking, problem solving, investigation and consultation are essential to the role.
- A high degree of independence is expected on projects and tasks assigned by their Line Manager.
- Essential to be a self-starter, self-organiser, while also remaining flexible because of the dynamic and quickly changing nature of the workflow within ACCESS.

Continuous Improvement

- The post holder is encouraged to make suggestions to improvements in working methods, implementing them under the guidance of their Line Manager in order to ensure the smooth running of the service they provide.

Accountability

- The post holder will usually have regular, even daily, verbal and written communications with the School Administrative Officer regarding tasks and projects.
- Regular face to face weekly meetings are expected with the School Administrative Officer to set work priorities for the post holder and to determine events, projects, meetings, tasks or other standing items for ACCESS that need attending to.

Dimensions of the role

- The role involves regularly liaising with and handling queries from (50+) academics and non-academics within the wider ACCESS team.

Supplementary Information

- This is a dynamic and fast-moving role requiring excellent organisation, communication and people skills. It requires fast responses to email and phone queries from staff, and it requires flexibility and unexpected changes in workflow and priorities as the nature of the academic work within ACCESS requires.
- Good problem-solving skills and diplomacy skills in liaising with colleagues and students are a necessity.

Person Specification This section describes the sum total of knowledge, experience & competence required by the post holder that is necessary for standard acceptable performance in carrying out this role.

Qualifications and Professional Memberships

Vocational qualifications plus several years relevant work experience.

Or:

Learning gained through work experience of several years. Will include short courses and other formal training.

E

GCSE Level English and Maths (Grade C/4 or above) or equivalent qualification

E

Word, Excel, Windows, PowerPoint, Publisher, Microsoft Outlook proficiency

E

Technical Competencies (Experience and Knowledge) This section contains the level of competency required to carry out the role (please refer to the Competency Framework for clarification where needed and the Job Matching Guidance).	Essential/ Desirable	Level 1-3
Previous experience of working in an administrative role	E	n/a
Excellent IT Skills (MS Word, Excel, Outlook, PowerPoint, Publisher)	E	2
Accuracy and attention to detail	E	2
Ability to handle sensitive information in a confidential manner	E	1
Experience of the Higher Education Sector and/or a reasonable awareness of the activities of the University	E	n/a
Special Requirements:		Essential/ Desirable
Core Competencies This section contains the level of competency required to carry out this role. (Please refer to the competency framework for clarification where needed). n/a (not applicable) should be placed, where the competency is not a requirement of the grade.		Level 1-3
Communication		2
Adaptability/Flexibility		2
Customer/Client service and support		2
Planning and Organising		1
Continuous Improvement		1
Problem Solving and Decision-Making Skills		2
Managing and Developing Performance		1
Creative and Analytical Thinking		1
Influencing, Persuasion and Negotiation Skills		1
Strategic Thinking and Leadership		1
<p>This Job Purpose reflects the core activities of the post. As the Department/Faculty and the post holder develop, there will inevitably be some changes to the duties for which the post is responsible, and possibly to the emphasis of the post itself. The University expects that the post holder will recognise this and will adopt a flexible approach to work. This could include undertaking relevant training where necessary.</p> <p>Should significant changes to the Job Purpose become necessary, the post holder will be consulted, and the changes reflected in a revised Job Purpose.</p>		
Organisational/Departmental Information & Key Relationships		

Background Information

The successful applicant will be responsible for supporting the Surrey project team working on an ESRC funded project. Advancing Capacity for Climate and Environment Social Science (ACCESS) is a team of world-leading social science and interdisciplinary experts led by the Universities of Exeter and Surrey with the Universities of Bath, Leeds & Sussex and the Natural Environment Social Research Network (Natural Resources Wales, NatureScot, Natural England, Environment Agency and Forest Research). The project aims to champion and coordinate social science to address key environmental challenges spanning biodiversity, sustainability and decarbonisation, through the following aims:

1. Map, assess and learn from the past experiences of social scientists in climate and environment training, research, policy and practice, in order to develop and test new resources to impact interdisciplinary education, research and knowledge mobilisation with stakeholders, catalysing change in policy culture, institutions (e.g., civil service), businesses and civil.
2. Empower environmental social scientists at different learning and career stages by providing tailored training and capacity building, including master classes, placements, mentoring and collegiate networks that will enhance leadership and knowledge exchange skills.
3. Innovate by creating new ideas and testing new approaches that enable social scientists to play influential, leading roles in addressing environmental challenges; and enabling rapid and timely deployment of social science capacity in response to key events or emergencies, impacting specific policy-making and practice decisions.
4. Champion and coordinate environmental social scientists across the UK and internationally by providing an accessible knowledge/data hub and innovative public engagement tracker; building new networks, enabling coordination and collaboration; supporting policy and decision-making and constructively challenging gaps and misconceptions about social science expertise, approaches and methods.

The post is based in the School of Psychology on the University of Surrey Stag Hill campus. The Post holder will work closely with the Project Manager for the Advancing Capacity for Climate and Environment Social Science (ACCESS), the Lead Principal Investigator Prof. Birgitta Gatersleben, co-investigator Prof Kate Burningham and the Knowledge exchange fellows. They will be a key member of the Surrey project team, which involves a 10 Co-Investigator, 3 Post-Doctoral knowledge exchange fellows and project management support. The post holder will be responsible for ensuring the smooth running of the project, including necessary travel and meeting arrangements for those they support, event organisation, assisting in processing expenses claims and financial record keeping duties. They will support a diverse range of tasks and, as such, the post holder must be able to plan and prioritise a varied workload. The post holder will also be required to work independently and be pro-active and flexible and liaise with the Exeter team which leads the ACCESS program. It is essential that the post holder be able to demonstrate good communication skills that will allow effective communication with the Surrey team members as members from the Exeter and the wider consortium and a range of stakeholders.

Relationships**Internal**

- Line manager
- Surrey ACCESS program manager
- Surrey ACCESS COI's
- ACCESS Fellows
- FHMS/FASS/FEPS faculty/school administrators
- Central Services e.g. Finance, HR, IT, Catering, Estates and Facilities

External

- Exeter ACCESS team
- Visiting staff and students to the School and the University
- Guest Speakers
- Suppliers/service providers/event and conference organisers
- Partner organisations/institutions/stakeholders/research funding bodies