

Post Details		Last Updated: 05/09/2024	
Faculty/Administrative/Service Department	Institute for Sustainability		
Job Title	Administrator (CIFAL Surrey)		
Job Family	Professional Services	Job Level	3
Responsible to	CIFAL Director		
Responsible for (Staff)	n/a		
<u>Job Purpose Statement</u>			
<p>The primary purpose of this role is to provide comprehensive administrative, communications and operational support to CIFAL Surrey, contributing to the effective delivery of training programmes, events, stakeholder engagement and communications activity. The postholder will support academic and professional services colleagues and external partners through coordinated event administration, enquiry management, digital content support and database maintenance, ensuring the smooth day-to-day operation of CIFAL Surrey and supporting its strategic objectives.</p>			
<u>Key Responsibilities</u> 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)			
<ol style="list-style-type: none"> 1. Stakeholder Engagement and Enquiry Management: Act as a central point of contact for CIFAL Surrey, responding professionally to internal and external enquiries, liaising with stakeholders and partners, and providing timely and accurate information to support CIFAL Surrey activity. 2. Communications and Digital Content Support: Support the development and delivery of CIFAL Surrey communications through the creation and scheduling of social media content, across primarily LinkedIn and BlueSky, updating the CIFAL website, and assisting with promotional materials to enhance engagement and visibility. 3. Event and Training Coordination Support: Assist with the planning, coordination and delivery of CIFAL Surrey seminars, events and training sessions, including creating the Eventbrite, managing bookings, preparing materials, supporting logistics, and liaising with attendees, speakers and internal teams. 4. Database and Records Management: Maintain and update CIFAL Surrey databases and records of stakeholders and partners, ensuring accuracy of information, event attendance, training participation and reporting requirements, in line with data protection and university policies. 5. CIFAL Surrey Materials and Resource Updates: Support the preparation and updating of CIFAL Surrey materials, including brochures, presentations and digital resources, ensuring content remains current, accurate and aligned with branding guidelines. 6. Cross-Team Liaison and Operational Support: Work collaboratively with academic staff and professional services teams across the University to support CIFAL Surrey activities, facilitating communication and coordination to ensure smooth delivery of programmes and events. 7. Training Booking and Finance Administration Support: Manage training bookings and associated administrative processes, including responding to client enquiries, coordinating payments and invoices, and supporting financial tracking in line with university procedures. 8. UNITAR Certificate Administration: Coordinate the preparation and distribution of UNITAR certificates for training participants, maintaining accurate records and ensuring timely completion. 9. General Administrative and Project Support: Provide flexible administrative support across CIFAL Surrey projects as required, contributing to continuous improvement of processes and supporting additional tasks to meet operational priorities. 			
N.B. The above list is 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, operating in a collegiate manner at all times.

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.

Planning and Organising

- Possess excellent planning and organisational skills in order to effectively manage individual workload and to oversee their direct report(s) (where applicable) workload simultaneously.
- Show initiative in structuring work to meet critical deadlines established by the Head of School or other faculty staff, displaying a proactive approach to time management and task prioritisation.
- Demonstrate excellent customer service skills when acting as the initial point of contact for the school and faculty, providing a high level of support and responsiveness to all inquiries and requests.
- Adapt to requests for work and information from various stakeholders, including the Head of School, staff, visitors, faculty members, and university staff. Prioritise and respond to these requests using experience, sound judgment, and a comprehensive understanding of deadlines and priorities.

Problem Solving and Decision Making

- The post holder should be capable of offering advice and practical solutions for everyday challenges by drawing upon their prior experience and adhering to established standard operating procedures and university policies, processes, and procedures.
- When confronted with more challenging issues, the post holder is responsible for thoroughly examining and analysing the problem, and then proposing a solution either to the Head of School or their line manager, as required.
- Provide support and guidance to direct reports in handling any issues that may arise, aiding them in finding appropriate solutions.
- Show personal initiative to ensure that all administrative support, whether provided individually or through direct reports, aligns with the standards defined by the line manager, striving for high-quality outputs.

Continuous Improvement.

- Demonstrate a solutions-oriented mindset, consistently striving to identify and implement effective solutions to challenges and tasks, always aiming for the highest standards of work.
- Offer insights and recommendations for improving current standard operating procedures, ensuring that administrative support across the school and faculty is delivered with maximum

effectiveness and efficiency while aligning with university policies and standards.

- Be ready to engage in projects as they arise, actively participating in initiatives aimed at enhancing administrative processes and support mechanisms within the school and faculty.

Accountability

- Exercise sound judgment when managing and planning daily activities, both individually and for direct reports, to ensure that tasks are prioritised effectively, leading to the delivery of key deadlines.
- Maintain a comprehensive understanding of relevant policies and procedures related to the role, and those you line manage utilising them as reference points to resolve problems and address issues as they arise.
- Offer knowledge and guidance to direct reports regarding policies, procedures, and best practices as appropriate, facilitating their understanding and adherence.
- Given access to sensitive and confidential information, uphold the highest levels of confidentiality in handling and safeguarding such information, in accordance with university policies and ethical standards.

Dimensions of the role

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

HNC, A level, NVQ 3, HND level or equivalent with a number of years' relevant experience.

Or:

Broad vocational experience, acquired through a combination of job-related vocational training and considerable on-the-job experience, demonstrating development through involvement in a series of progressively more demanding relevant work/roles.

E

Technical Competencies (Experience and Knowledge)

**Essential/
Desirable**

**Level
1-3**

Relevant administrative experience gained from a busy office environment

E

3

Experience providing secretarial support to senior leadership

E

3

Excellent Microsoft Office Skills (e.g. Word, Excel, PowerPoint, Outlook etc.)

E

3

Experience in providing administrative support to a Quality Assurance process or familiarity with working within a regulated environment

E

3

Experience of working independently without supervision as well as in a team environment

E

3

Experience of webpage maintenance, marketing and social media

D

2

Experience of working within the Higher Education sector

E

2

Special Requirements:

**Essential/
Desirable**

n/a

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 Adaptability / Flexibility Customer/Client service and support Planning and Organising Continuous Improvement Problem Solving and Decision Making Skills Managing and Developing Performance Creative and Analytical Thinking Influencing, Persuasion and Negotiation Skills	3 3 3 3 2 3 2 2 2
<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>	