

Post Details		Last Updated: 01/02/2019	
Faculty/Administrative/Service Department:	Faculty of Engineering and Physical Sciences (FEPS)		
Job Title:	Front Office Administrative Assistant		
Job Family & Job Level	Professional Services	Level 2b	
Responsible to:	Office Manager		
Responsible for:	n/a		
<p><u>Job Purpose Statement</u></p> <p>The post holder is responsible for contributing to the efficient and effective operation of the Faculty, through the provision of clerical and administrative support.</p>			
<p><u>Problem Solving, Accountability and Dimensions of the role</u></p> <p>The post holder has specific responsibility for the provision of administrative services and receptionist duties and for ensuring that the correct equipment and supplies are available for the efficient operation of the Faculty. They will operate with minimum day-to-day supervision with regards to the day-to-day planning, organising and performance (to an agreed quality standard and specification) of a wide-range of tasks. They will have the latitude within their daily/weekly work routine to organise and prioritise their own work, to ensure that key deadlines and objectives are met. This will include successfully managing any conflicting demands, possessing a basic awareness of the options available and being able to make effective and appropriate decisions, referring only to their line manager where appropriate.</p> <p>The post holder will often be the first point of contact for members of staff, PhD students and visitors to the building and therefore is expected to provide excellent customer service to those making contact with the Faculty. The post holder will provide general assistance in relation to hospitality and any other arrangements required by staff and visitors (booking rooms and equipment, organising catering, parking permits, travel, stationery, etc).</p> <p>The post holder will be responsible for postal support service (including DHL collections, internal and external mail and delivery of wage slips), reception duties, management of Faculty's meeting and conference rooms, the ordering and control of the Faculty's office supplies and photocopiers, and the answering of telephones from both internal and external sources.</p> <p>The post holder will also be required to undertake some basic financial transactions as directed by the Office Manager, but will include purchase requisitions/ IRs, Staff student expense claims and goods inwards.</p> <p>There will also be a requirement to provide some administrative support to the Faculty Health and Safety Manager, and this will be directed by the Office Manager</p> <p>To ensure the consistency and quality of the administrative support delivered across the department, the post holder will normally work within well-established documented administrative processes and procedures. Within the scope of the role the post holder will be presented with a variety of administrative issues, where the most appropriate course of action will be a matter of choice, influenced by prior exposure or experience. In other instances work actions are very well defined procedurally and the post holder is able to reference and apply these established policies and procedures, in order to determine a suitable course of action/outcome. Although the role is covered by standard instructions and procedures, there may on occasion be some latitude to alter the sequence of procedures, based on varying situations encountered. The post holder may occasionally experience more unusual queries or issues, where there is no formal guidance or trouble shooting. In these cases the post holder is required to interpret past precedents and apply their judgement to determine an appropriate course of action or where resolution is not straightforward to refer the matter to their line manager for guidance/resolution.</p> <p>The post impacts upon the smooth operation of the Faculty of Engineering and Physical Sciences. The post</p>			

holder does not hold any budgetary responsibility.

Background Information/Relationships

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.

Should significant changes to the job purpose become necessary, the post-holder will be consulted and the changes reflected in a revised job purpose.

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	Essential/ Desirable	
GCSE level (numeracy and literacy) or equivalent, or relevant work experience / vocational qualifications	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 Families Booklet).	Essential/ Desirable	Level 1-3
Previous experience of working in an administrative/secretarial role	E	2
Excellent IT skills (Microsoft Office) and familiarity with Email, Internet and databases	E	2
Ability to work independently in relation to routine activities	E	1
Accuracy and attention to detail	E	2
Experience of the Higher Education Sector	D	n/a
Special Requirements:	Essential/ Desirable	Level 1-3
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		2
Adaptability / Flexibility		2
Customer/Client service and support		2
Planning and Organising		2
Teamwork		2
Continuous Improvement		1
Problem Solving and Decision Making Skills		1
Leadership / Management		n/a
Creative and Analytical Thinking		n/a
Influencing, Persuasion and Negotiation Skills		n/a
Strategic Thinking		n/a

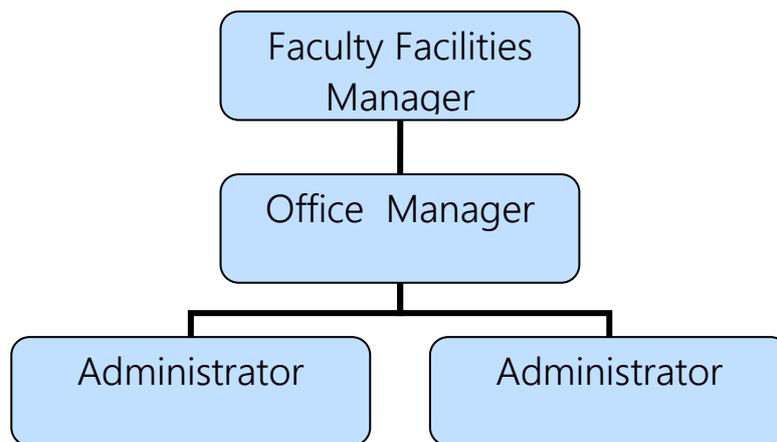
Organisational Information

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.

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.
- Excellent environmental performance is a strategic objective for the University of Surrey. All staff are encouraged to work to achieve the aims of our Environmental Policy and promote awareness to colleagues and students.
- Undertake such other duties within the scope of the post as may be requested by your Manager.



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) and should be read in conjunction with the accompanying Job Purpose.

1. To receive and distribute post and parcels (within and outside the Faculty) and to administer and organise courier collections. To update staff postal list and arrange pigeon holes for new members. To provide a daily link between the Departments and the Faculty Front Office for the delivery and collection of relevant documents, including financial forms such as expense claims, purchase orders and travel forms.
2. To support various administration and secretarial tasks within the Faculty including typing, filing, archiving and entering data into different spreadsheets and databases and answering telephones from both internal and external sources.
3. To maintain the office stationery stock and oversee its distribution ensuring that photocopiers and fax machines are stocked adequately and on a daily basis. To ensure that consumable stocks are maintained in the kitchens and that areas are kept tidy and in a hygienic manner. To ensure water dispensing machines are maintained and stocked.
4. There will also be a requirement to provide some administrative support to the Faculty Health and Safety Manager, and this will be directed by the Office Manager.
5. The post holder will also be required to undertake some basic financial transactions as directed by the Office Manager, but will include purchase requisitions/ IRs and goods inwards.
6. To assist with the arrangements for functions/events/visits/meetings including catering, parking permits, hotel bookings, preparation of documents, etc.
7. To ensure that BB meeting rooms within the Faculty are maintained tidy and fully equipped as required and to arrange provision of refreshments and lunches ordering through the University's catering service as required. To maintain and update the electronic booking system for meeting rooms.
8. As this is a front facing position, the post holder will be expected to wear smart business attire.

N.B. The above list is not exhaustive.

