

Job Description

Waste and Facilities Administrator

Salary:	Grade 4
Contract:	Part time, 17.5 hours per week, ongoing
Location:	Canterbury Campus
Responsible to:	Waste and Facilities Officer
Job family:	Administrative, professional and managerial

Job purpose

The role holder provides comprehensive, end-to-end administrative support to various teams within the Facilities Management section of the Campus Services Directorate and will also manage, maintain and manipulate data for a range of processes and systems.

With a broad understanding of the routine activities required to ensure the smooth and efficient administration of the Facilities Management section, the role holder will be largely self-managed responding to students and colleagues from across the University as well as visitors and external contacts on routine matters, ensuring a courteous and efficient response at all times.

Key accountabilities

The following are the main duties for the job. Other duties, commensurate with the grading of the job, may also be assigned from time to time.

- Provide administrative support to the Facilities Management section of the Campus Services Directorate, working proactively to deliver assigned tasks without prompting.
- Provide support in the organisation of meetings, events, and committees ensuring they are run efficiently with timely minutes being produced and that outcomes/decisions are passed on for action.
- Provide administrative support to the Waste and Recycling function of the department to ensure they operate efficiently and to agreed standards. This may include inputs into specific tailored databases from third parties as well as data analysis and production of reports.
- Contribute fully to provide cover for administrator colleagues during leave and sickness to ensure teams are fully supported.
- Act as the point of contact for staff and visitors to the department providing a courteous and effective service. Liaise specifically with contractors as directed in respect of technical queries that need to be passed on to other managers.

Key challenges and decisions

The following provide an overview of the most challenging or complex parts of the role and the degree of autonomy that exists.

- Apply knowledge and understanding of certain procedures or policies to be able to respond to a wide range of enquires whilst recognising when it is more suitable to refer to someone else for specialist advice.
- Able to work on own initiative, planning own workload. Deciding what is, or should be, a priority, asking for guidance or signposting queries where necessary. Managing a workload with some competing demands and

deadlines. The role holder will agree objectives and overall priorities with their line manager but is expected to manage unexpected/unplanned work within overall timeframes.

- Managing multiple requests for information or dealing with several contractors/managers politely and professionally and work across the team having to interpret technical jargon or specifications where necessary.
- Maintaining accuracy when dealing with all data. Knowing when to ensure any discrepancies are referred to the Line Manager
- The ability to gather a range of documentation for contract activity as directed can be a time pressure.

Facts & figures

The Campus Services Directorate will be supported by the devolution of administrative activities (including associated accountability and resource), and the role holder will be part of the Facilities Management section, supporting a range of teams. As such they will need to support the peaks and troughs in workload associated with the various activities these teams undertake.

Internal & external relationships

Internal: Schools and departments, Deputy Director, Assistant Directors, Colleagues.

External: Consultants, Third parties, contractors, auditors.

Health, safety & wellbeing considerations

This job involves undertaking duties which include the following health, safety and wellbeing considerations:

- Repetitive limb movements
- Regular use of Screen Display Equipment

Person specification

The person specification details the necessary skills, qualifications, experience or other attributes needed to carry out the job. Applications will be measured against the criteria published below.

Selection panels will be looking for clear evidence and examples in an application, or cover letter (where applicable), which back-up any assertions made in relation to each criterion.

Essential Criteria:

- Educated to GCSE English and Maths grade C/4 or equivalent (A)
- Previous experience in an administrative role (A)
- Good IT skills, particularly Microsoft Office packages (A,I)
- Excellent oral and written communication skills including the ability to communicate clearly and accurately with a wide range of people (internal and external) (I)
- Good attention to detail/accuracy (I)
- Experience of taking minutes (A,I)
- Experience of using and/or maintaining a database (A,I)
- Excellent customer service skills with the ability to deal pleasantly, confidently and effectively with customers and colleagues (I)
- Excellent organisational skills and the ability to remain calm under pressure (A,I)
- Experience of and ability to manage own workload, prioritising tasks as appropriate to meet changing demands and deadlines (A,I)

- Ability to work autonomously, as well as a member of a team (A,I)
- Experience of evaluating data and producing reports (I,T)
- Commitment to undertake further training or personal development as required (I)
- A firm commitment to fostering a working and learning environment that is respectful, inclusive and values diversity, including diversity of thought, and which enables staff and students from a wide range of backgrounds to thrive. (I)

Desirable Criteria:

- CLAIT/ECDL or equivalent IT qualification (A,I)
- Experience of working in or knowledge and understanding of HE (A,I)
- Experience of evaluating data and producing reports (I)
- Experience of working in a confidential environment. (I)

Assessment stage: A - Application; I - Interview; T - Test/presentation at interview stage