**Job Title:** Departmental Administrator (Marketing team)  

**Department / Unit:** Marketing and Communications  

**Grade:** 4  

**Accountable to:** Assistant Director, Marketing

**Purpose of the Post**

The Marketing team is responsible for motivating and engaging target external audiences by identifying, bringing to life and effectively expressing Royal Holloway’s stories through a variety of channels in the most inspiring, impactful and relevant way.

**Role purpose**

To contribute to the smooth running of the Marketing team’s work, by ensuring efficient and effective administrative processes and procedures, and to support the team with administrative tasks relating to their work as necessary.

**Key Tasks**

The main responsibilities associated with the post are:

1. Coordinate room bookings, equipment needs and catering orders for meetings and inward visits on behalf of the Marketing team.

2. Maintain a log of any equipment used within the Marketing team and ensure all equipment/resources are accounted for and efficiently managed so that they are accessible to the team and out of date equipment/resources are appropriately disposed of.

3. Assist with the organisation and administration of high profile College events including, but not limited to, Clearing and Confirmation, Open Days and university-wide events such as London lectures and concerts.

4. Work collaboratively with other Administrators across the directorate, providing support to teams in addition to Marketing during peak periods and holiday cover as necessary.
5. Contribute to making content updates to the Royal Holloway website as directed, manage identified databases and support wider data entry initiatives as required.

6. Undertake specific market or competitor research tasks as identified.

7. Act as the Project Secretary to identified Project Boards, supporting the Project Manager and Chair to ensure meetings are planned well in advance and papers circulated in a timely fashion. Be responsible for taking and preparing minutes which follow the university’s project board template and circulating these within an agreed timeframe, ideally 48 hours.

8. Ensure the timely processing of invoices through the College’s finance system, circulating regular updates on spending in the department against budget and liaising with the Finance department on budget queries where appropriate.

9. Be responsible for the Marketing team’s purchasing card, purchases made with it and the processing of invoices.

10. Liaise with Human Resources on behalf of all areas of the team, including training, co-ordinating interview logistics and making arrangements for new staff.

11. Record leave and absences and provide a monthly update of both to the Administrator for the Directorate to submit on behalf of the Directorate.

12. Ensure the Marketing team has visibility of leave plans for colleagues in the team and relevant colleagues across the Directorate.

13. Be the Accountable Officer for the Marketing team in relation to the employment or volunteering activities of students.

14. Support compliance with the College’s Health & Safety policies across the team.

15. Maintain central files which can be accessed by the whole Marketing team. Work collaboratively with Administration colleagues across the Directorate to ensure appropriate access to shared information.

16. Undertake general clerical and administrative duties such as photocopying, scanning, dealing with distribution of incoming correspondence, filing documents and archiving.

All colleagues with administrative responsibilities within the Directorate are expected to work as a team and assist where appropriate in order to fulfil departmental priorities. With this in mind all staff are expected to:
1. Develop their skills and expertise in consultation with their line manager, undertaking any training deemed necessary for the position.

2. Work with others to solve problems and alleviate peak workloads.

3. Establish and grow a broad network of contacts across College to enable timely and efficient identification of the most appropriate team/individual to resolve issues, provide support, direct information to etc.

4. Seek ways of continuously improving the service the Directorate provides and to work towards streamlining processes.

5. Deploy their specialist expertise in the most effective way possible.

6. Undertake some out-of-hours activities and events. Time off in lieu is provided.

7. Volunteer time during the working day to support College priorities, such as but not limited to Graduation, NSS activity etc.

**Other Duties**

The duties listed are not exhaustive and may be varied from time to time as dictated by the changing needs of the College. The post holder will be expected to undertake other duties as appropriate and as requested by his/her manager.

The post holder may be required to work at any of the locations at which the business of Royal Holloway is conducted.