JOB DESCRIPTION

Job Title: Directorate Administrator

Department / Unit: Commercial Services

Job type: Professional Services

Grade: RHUL 5

Accountable to: Director of Commercial Services

Accountable for: N/A

Purpose of the Post

The post holder will be providing administration and secretarial support to the Director of Commercial Services, as well as broader proactive business management support to the wider Directorate in all aspects concerned with the efficient and successful operation of the business.

Key Tasks

Role responsibilities

- To operate as first point of contact for the Director of Commercial Services, cultivating and maintaining networks and relationships with a wide range of people from within RHUL and externally.

- To manage Director’s diary to ensure effective use of time and prioritisation. Preparation of meeting packs and itinerates and briefings as required. Organising travel and accommodation if required.

- To be responsible for the management of a program of meetings, including scheduling and booking facilities, preparing agendas and taking minutes developing and chasing actions and providing efficient and confidential general administrative support.

- To draft, prepare and proof reading documents, reports and presentations to ensure information provided by the service is professional, accurate, easy to understand and aids decision making.

- To support the preparing and analysis of tender and project specification documents
**Leadership**

- To effectively plan and organise training and development events for the service, including training, away days and conferences, including sourcing of venue, speakers, transport, and post event evaluation as required.
- To take a lead on all administrative processes across the service, developing and monitoring systems and advising.
- To coordinate administration change programmes.
- To produce the Service’s monthly newsletter ensuring all team members are kept aware of developments within the Service and wider College community.
- To produce documents relevant to employment, training and induction of new employees across the service to ensure that all new colleagues feel part of the College and understand their role within it.
- To provide cover for colleagues during periods of absence and high work load.

**Strategic Support**

- To gather information, collate data, interview and sector research to inform annual strategic business plan and reports.
- To assist in the developing and responsible for the monitoring the Service’s KPIs and producing variation reports.
- To analyse data from all sources and presenting it in an easily accessible format for reports and presentations.

**Financial**

- To support the creation and monitoring of annual budgets and production of balanced scorecard reports.

**Legislative and Compliance**

- To ensure all administration systems are compliant with GDPR, data protections and the highest levels of data security are followed.

**Customer Focus**

- To take a lead role in the production, co-ordination and promotion of the Service’s customer service accreditation/s documentation.
- To develop ways to ensure the College Values, Behaviours and ethos are built into systems and ways of working across the Service.

**Administrative**

- To monitor and where applicable maintaining departmental records such as annual leave schedules and sickness returns, and the administration of Human Resource requisitions.
- To develop and maintain business action logs for the service, chasing and updating as required. Ensuring a smooth flow of information around the service and with internal and external stakeholders to achieve deadlines and project milestones.
- To develop and maintain electronic and paper records systems across the service to ensure efficient retrieval of data. Developing and maintaining effective record retention schedules.

- To review information provided in support of the service to ensure it is up to date, accurate and reflects the values of the service, liaising with internal and external stakeholders to develop and update messaging. Information sources to include, but not limited to, web site, intranet, information leaflets, posters and point of sale material.

- To manage the requirements of visitors, arranging car parking, refreshments and information packs.

**Demands of the Job**

- The role will require the post holder to be flexible with working hours to respond to business needs, this will require an element of evening and weekend working.

- Commercial Services operate a “one team” approach to service delivery, therefore all post holders are expected to support colleagues with an integrated team approach.

- The post holder should ensure they present and positive and professional image at all times.

- The post holder will be expected to be pro-active and to seek ways of continuously improving the service.

**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.

**Internal and external relationships**

The following list is not exhaustive but the post holder will be required to liaise with:

- Colleagues within Commercial Services
- All Professional Services Directorates
- Academic Staff
- External Agencies
- Visitors