JOB DESCRIPTION

<table>
<thead>
<tr>
<th>Job Title:</th>
<th>Directorate Administrator</th>
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<tbody>
<tr>
<td>Department / Unit:</td>
<td>Commercial Services</td>
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<tr>
<td>Job type</td>
<td>Professional Services</td>
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<td>Grade:</td>
<td>RHUL 5</td>
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<td>Accountable to:</td>
<td>Director of Commercial Services</td>
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<tr>
<td>Accountable for:</td>
<td>N/A</td>
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Purpose of the Post

The post holder will be providing administration and secretarial support to the Director of Commercial Services, as well as 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.
- To manage Director’s diary to ensure effective use of time and prioritisation.
- 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
- To draft, prepare and proof read 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 documents

Leadership

- To effectively plan and organising training and development events for the service, 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.
- To produce the Service’s monthly newsletter.
- 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 and support for colleagues during periods of absence and high work load.
**Strategic Support**
- To gather, collate, and analyse information and data from a variety of sources and present it in easily accessible formats to inform and support annual strategic business plan, reports and decision making.
- To assist in the developing and responsible for the monitoring the Service’s KPIs and producing variation 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 maintain departmental records.
- To develop and maintain business action logs for the service, chasing and updating as required.
- 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
- To manage the requirements of visitors, arranging car parking, refreshments and information packs.
- To support the creation and monitoring of annual budgets and production of balanced score card reports

**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 their manager.

The post holder may be required to work at any of the locations at which the business of Royal Holloway is conducted. An element of working from home may be applicable to this role.

**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.

Checked and updated 7.1.22