Job Description

Job title:	Faculty Business Services Assistant
Faculty:	Faculty of Arts, Humanities and Social Sciences
Job type:	Professional Services
Grade:	4
Accountable to:	Faculty Business Services Senior Officer
Accountable for:	Not applicable

Purpose of the Post

The Faculty Business Services Team supports the Head of Faculty Operations in ensuring the efficient administration of the Faculty. The Business Services Assistant role will undertake a variety of tasks under the which support the day to day running of the unit. They will be expected to work closely with academic colleagues as well as those across professional services areas.

Key Tasks

Support the running of the Faculty, working under the Faculty Business Services Manager and Senior Officer and with the rest of the Business Services Team. The key responsibilities will include:

- Supporting the day-to-day delivery of Business Services including Finance and HR administration.
- Delivering excellent support services to academic colleagues.
- Developing effective working relationships with professional services colleagues, sharing good practice and increasing knowledge across the different business areas.
- Understand and operate effectively within the University policies and external legislation in in particular relating to Finance, HR, Data Protection and Freedom of Information.

Specific duties may include:

- Finance administration, including:
  - Purchasing activities such as ordering good and services, coding supplier invoices, journals and monitoring/approving workflow tasks on the University finance system.
  - Purchasing travel arrangements.
  - Processing expense claims.
- Administration supporting Human Resources including undertaking right to work checks and supporting the administration of student workers.
- Supporting the arranging of student and staff field trips.
- Supporting events including making room and catering bookings and other event logistics as directed.

- Servicing committees and meetings as directed.
- Office management including managing post, deliveries and couriers, photocopier management and monitoring the use of locally managed spaces.
- Responding to enquiries and requests for information from staff and external stakeholders.

Our Values

Advancing equity and inclusion is central to our identity as a University of Social Purpose, guided by our values of being Respectful, Innovative, Open, and Daring. We strive to build a fair and inclusive environment for all colleagues and students, where we challenge ourselves and others with integrity, and approach difference with understanding and kindness. Every member of our community is expected to treat others with dignity, work collaboratively across a wide range of backgrounds and perspectives, and contribute to a place where everyone can participate fully and feel valued.

Other Duties

The duties listed are not exhaustive above may be varied from time to time as dictated by the changing needs of the University. The post holder will also be expected to undertake additional duties as appropriate and as requested by their manager.

Although the role will be based in a single unit, if the need arises, they may be required to assist and provide cover in another unit, as required, in order to ensure that an outstanding level of service is maintained across the University.

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

Person Specification

Job Title: Faculty Business Services Assistant

Department: Faculty of Faculty of Arts, Humanities and Social Sciences

Criteria	Essential	Desirable
Knowledge, Education, Qualifications and Training		
Educated to GCSE level including Maths and English, or equivalent qualifications/experience	X	
Knowledge and understanding of the HE sector and student life cycle		X
Knowledge of Finance and HR systems		X
Skills and Abilities		
Good organisation skills and a proven ability to meet to deadlines	X	
Good IT skills including an ability to learn new systems	X	
Excellent interpersonal skills with experience of working as part of team and supporting colleagues	X	
Ability to work methodically with a high level of attention to detail.	X	
Experience		
Experience of working collaboratively with individuals across multiple teams	X	
Experience of working alone and using initiative	X	
Experience of providing customer service		X
Other requirements		
A commitment to self-improvement and personal development.	X	
Ability to work occasional weekends or late evenings and travel to events and other external activities as required.	X	