

# Administrative Support Officer

## Basic information

**Band:** Scale 1

**Job family:** Business Services

**Terms:** 6 months FTC – part time

**Location:** Cheltenham

**Reports to:** Senior Executive Assistant

**Direct Reports:** N/A

**Team:** Business Support

**Business unit:** Finance & Corporate Services

**Created/Reviewed date:** October 2020



## Role purpose:

The Administrative Support Officer is responsible for the provision of a range of high-quality administrative services across all of UCAS' business units and subsidiary companies. The role is suitable for someone who is proactive and able to use their own initiative, has a keen eye for detail and is able to balance multiple tasks whilst ensuring that deadlines are met. A passion for the delivery of excellent customer service is paramount.

Reporting to the Senior Executive Assistant, the role is part of a wider Business Support team within our Finance & Corporate Services Department and may be drawn upon to support the work of other teams – notably the Executive Assistant and Governance Teams, as appropriate.

## Key accountabilities:

- Responsible for the management of the Admin inbox and responding to admin requests received
- Diary management
- Oversight of UCAS' desk booking process
- Printing and scanning
- Responding to general enquiries and ensuring that a high level of customer service is consistently given in a timely manner
- Dealing with new starter set ups and processing leavers, in liaison with the Executive Assistant Team
- Coordination of and logistical support for meetings and events such as business unit meetings and away days, corporate governance meetings, UCAS Media Sales Blasts and other ad hoc UCAS/UCAS Media events

- Travel and accommodation bookings including support for overseas visits and development of travel packs/itineraries
- Processing of hospitality and catering requests
- Booking of conferences, events and training opportunities on behalf of UCAS colleagues
- Making arrangements for and meeting and greeting a range of visitors to UCAS
- Note/action taking for internal meetings
- Management of stationery ordering and distribution
- Other ad hoc tasks of an administrative nature
- Support for the activities of the wider Business Support Team and Finance & Corporate Services Teams, as and when required

#### Person Specification:

- Experienced in the provision of administrative services, ideally in an office-based environment
- Excellent organisational and multi-tasking skills with the ability to prioritise changing workloads
- Takes a proactive and flexible approach to work
- Offers excellent levels of customer service at all times and in all situations
- Works with a high degree of accuracy and attention to detail
- Confident in taking ownership of tasks and ensuring their completion to a high standard
- Comfortable in working in a team environment as well as individually
- Confident and able to communicate with a wide range of stakeholders and customers at all levels both internally and externally
- Good level of literacy and numeracy skills
- Good working knowledge of IT systems including Microsoft Office and especially Outlook, Word, Excel and SharePoint
- Confidence and ability to take notes or informal minutes in meetings

This role profile sets out the scope and main duties of the post at the date when it was drawn up. Such details may vary from time to time without changing the general character of the post or the level of responsibility entailed. Such variations are a common occurrence and cannot of themselves justify a reconsideration of the level of the post. All UCAS employees are expected to be flexible in undertaking the duties and responsibilities attached to their role and may be asked to perform other duties, which reasonably correspond to the general character of their role and their level of responsibility.

#### Our values in action:

**Customer-focused** – We understand what our customers want, and we act on their changing needs.

**Collaborative** – We collectively create an engaging and positive work environment.

**Accountable** – We take ownership of our individual and organisational performance.

**Service excellence** – We realise, grow, and maximise our potential.

**Trusted** – Individuals are trusted to make informed decisions and take appropriate risks.