

JOB DESCRIPTION



ADMINISTRATIVE ASSISTANT

Based: Bristol
Duration: 6 months
£7.70 per hour

Although there are no formal qualifications or any experience required, to succeed in the role, you will be willing to learn by listening to instructions and asking for clarification when it's needed. You should also be willing to treat those around you with the respect you would like to receive. We look for people who are keen to gain valuable experience of office working and eager to gain confidence in using standard software and business practices.

Directorate:	Resources, Finance and Transformation
Post responsible to:	Corporate Admin Manager
Purpose of the job:	<p>The role of the Office for Students (OfS) is to regulate all providers of higher education in England.</p> <p>The Administrative Resource Unit (ARU) is part of our Resources, Finance & Transformation (RFT) Directorate and provides administrative support across the organisation. Other teams in RFT provide different types of support to the business, including Information Technology (ITS), Human Resources (HR), Finance, and Legal.</p> <p>The aim of the role 'Administrative assistant' is to provide general support and work flexibly across the organisation in line with business needs. No experience is necessary as all training will be provided.</p> <p>Key responsibilities include:</p> <ul style="list-style-type: none">• understanding the work across ARU and the wider directorates• learning and adhering to office procedures• becoming competent at using OfS IT systems and multi-function devices (MFDs) ie printers/scanners

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	<ul style="list-style-type: none"> • managing internal enquiries, ensuring information reaches the right people to respond • providing administrative support as required • working in Facilities (FM) and ITS to get an understanding of their roles <p>When appointed to this post, the post holder will be given a home team, where they will be based and build relationships with other team members. Work will be assigned to the postholder across different areas of the OfS in order to: develop an individual's skills and experience, improve communications across teams, and to ensure that the business priorities are met.</p> <p>The key person attributes required to fulfil this role include: aptitude for understanding the work of the ARU; show interest in the work of all directorates: aim to gain demonstrable office experience including confident use of standard software and business processes; managing office records; an ability to recognise customer service (internal); and planning and time management skills.</p>
Location:	Bristol
Pay band:	1

Responsibilities (up to 10)

Responsibility	Outcome
Delivering and working in a team	<p>The work of the ARU is understood and delivered efficiently and effectively.</p> <p>The ARU behaviours and values are delivered.</p> <p>Gain an insight into and understand work in Facilities management and ITS.</p> <p>Recognise and demonstrate acceptable behaviours in the workplace.</p>
Providing administrative support to team members	<ul style="list-style-type: none"> • Travel and accommodation are organised • Telephone calls and post are answered and dealt with as appropriate • Queries are responded to • Events are supported as required • Contribute to the coordination of induction processes for new starters within the allocated directorate

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	<ul style="list-style-type: none">• Files and documents are photocopied• Gain general office skills
Adhere to key processes	<ul style="list-style-type: none">• Administrative procedures are maintained and supported• Contributes to providing adequate and flexible administrative cover across the organisation.• Risks, issues and opportunities are appropriately flagged
Facilities management	<ul style="list-style-type: none">• Gain an understanding of FM through completion of individual tasks under instruction in the FM area
ITS	<ul style="list-style-type: none">• Observe the ITS teams and environment and complete ad hoc tasks as required
Other tasks	<ul style="list-style-type: none">• Ad hoc tasks as required

HRMS Job Family: TBC	HRMS Job Code: TBC
Date Agreed: 22/08/2019	Date for Review: dd/mm/yyyy