



## **Campus Administrator**

*Band 4, starting salary £21,630pa*

*Closing date: Thursday 17<sup>th</sup> February 2024*

*This is a busy and varied full-time role which is both customer-facing and administration focused.*

The Campus Administrator will be based at the reception desk. They will greet and assist a wide range of people, including students, staff, conference guests, residents, visitors, and contractors. The postholder must be a confident communicator with a friendly and helpful manner. They must be resourceful, resilient, and have a calm, 'can-do' attitude.

These excellent standards in customer care must be combined with strong administrative skills and experience, as the postholder will support the Campus Manager in the smooth-running of all areas of campus business operations. The ability to show initiative and flexibility in responding quickly to developing priorities will be important. The postholder will need to be well-organised and proactive, with excellent written and verbal communication skills, and a keen eye for detail, to enable them to deliver excellent service in this busy and varied role.

Strong IT skills, including Office 365 are essential. In particular, the postholder must be practiced in using Excel spreadsheets to record, manage, and extract information. Experience in using bookings and database software would be advantageous but we are happy to provide in-work training for the right person.

Queen's and this role provide a stimulating and enabling platform for unique individuals to prosper in.

## Key responsibilities

1. To uphold our strong customer-focused ethos as the friendly and professional reception and first point of contact, responding to a broad and complex range of enquiries. Front of house duties include:
  - maintaining a welcoming and pleasant reception area
  - applying correct security and H&S protocols in coordinating and hosting reception visitors
  - providing accurate and complete information and/or guidance in response to enquiries
  - managing the switchboard and email account, responding promptly to enquiries
  - updating reception media displays which advertise weekly activities.
  
2. To provide administrative support for the Campus Manager in ensuring that the day-to-day activities of the campus, reception and hospitality run smoothly. General administrative duties include:
  - tracking, sorting and coordinating the delivery of post and parcels
  - ensuring that stocks of stationery and office equipment are sufficient and kept replenished in each location
  - using paper and digital files to ensure accuracy of data, filing information systematically for ease of access
  - generating and auditing access key cards (using the Paxton system) and manual key allocations.
  - producing and updating signage, badges and other materials using the Foundation's branding guidelines.
  
3. To take responsibility for delivering efficient room booking service for academic activities, conferences, and events, using booking software and internal systems. Lecture and event duties include:
  - managing the booking system platform, keeping such arrangements for academic and corporate events under review
  - administering and coordinating events from start to finish, responding to enquiries and assisting with quotes and invoicing.
  - liaising with relevant teams to ensure each event is delivered according to requirements
  - providing basic 'set-up' technical support and delivering campus induction guidance.
  
4. To assist with accommodation arrangements for residents, and for residential events and conferences. Accommodation and residency duties include:
  - handling all queries regarding room/flat/house allocations and moves
  - allocating and managing guest room bookings on Excel for the purposes of accessibility, security, housekeeping, quality checks/repairs and invoicing
  - handling correspondence with tenants/license holders, including licences and tenancy agreements and financial arrangements
  - generating and maintaining accurate quotes and invoices for guests.

5. To extract, manipulate and present routine data reports using various software platforms, spreadsheets, and trackers. Data management and reporting duties include:
  - using spreadsheets and formulas to populate, analyse and manipulate Eventbrite data, and generating data sensitive Excel reports
  - populating, updating, and presenting Excel spreadsheets in relation to room allocations
  - using Excel trackers for quoting, invoicing and recording purposes.
  
6. To maintain and promote accurate campus information and procedures, supporting good practice and efficient operations. Duties include:
  - supporting the development of department specific information on the Foundation's website and media platforms
  - ensuring that provisions, policies and procedures are adhered in front of house operations.
  
7. To work closely with the House Keeping, Facilities, and Catering teams, to ensure that high standards of service are delivered and maintained. Teamworking duties include:
  - Determine and support property activities with the housekeeping and facilities team.
  - Leading daily/weekly consultations with the housekeeping team to review room allocations, linen requirements and additional focused cleaning attention to areas
  - ensuring that repairs and H&S issues are properly communicated to the facilities
  - handling food related enquiries, including meal bookings, refreshment requests and menu promotions.
  
8. To work with colleagues across the Foundation in undertaking other task which are reasonably required so that essential areas of work are covered if operational needs arise. This may include:
  - undertaking tasks reasonably required by the Campus Manager, or senior manager.
  - working with other Professional Services staff to ensure that essential areas of work are covered if operational needs arise.

## Person Specification

- **Essential skills and experience**
  - Experience in a similar customer-focused reception and administrator role
  - Strong verbal and written communication skills
  - Meticulous in attention to detail and accuracy
  - Clear experience in multitasking across emerging priorities
  - Strong organisational skills
  - GCSE pass English and Maths
  - Educated to A level or equivalent
  - Strong IT skills using Office 365 (including Outlook, Word, PowerPoint and Excel)
  
- **Desirable skills and experience**
  - Experience using booking software
  - Experience in an academic setting
  - Experience in a hotelier setting
  
- **Personal attributes**
  - Able to work flexibly, including some pre-planned evenings and weekend days
  - Ability to work both independently and as part of a team
  - Ability to communicate effectively with a diverse range of people
  - A flexible, proactive attitude with a high level of personal motivation
  - Excellent attention to detail
  - Reliable, punctual, trustworthy
  - Professional appearance and outlook
  - Personable and welcoming
  - Confident and assertive

## Competency Framework

Please note that we will shortlist applicants against our *Band 4 Competency specifications*, set out below. We will place the greatest weighting on:

- Delivery of Responsibilities
- Working with others
- Communication

The *Personal Statement* section of the application form is your opportunity to give clear examples of how you have demonstrated skills and abilities in your previous employment (or equivalent setting). Please read the instructions carefully before completing this section.

### Band 4 Competency Specifications

*These are in addition to the professional standards required of all staff, as set out in contracts of employment, Staff Handbooks, and other Foundation policies and procedures.*

Roles at this level involve a range of activities which require the application of knowledge and expertise within established processes and procedures to resolve problems or address queries, though more complex or novel issues may be referred to others. Tasks often involve planning and organising workload over the week or weeks ahead. Band 4 staff will not normally need direct supervision, but it is readily available. There will often be responsibility for a specific area of work from start to finish and supervision of others for particular tasks or areas of work may also be required.

#### 1. Organisational Context

Understanding of the context, vision, and objectives of the Foundation, including how you and your team fit into these. This means that Band 4 postholders:

- are aware of the vision and objectives of the Foundation.
- know how their role and their team fits into the Foundation's operational needs.
- have a clear overview about the programmes which are delivered by the Foundation.
- understand and comply with the Foundation's policies on safeguarding, anti-bullying, data protection, health and safety, equality, as well as other relevant policies.

#### 2. Delivery of Responsibilities

The skills, knowledge and level of responsibility normally expected in carrying out your duties, including the management of resources you normally use. This means that Band 4 postholders:

- show expertise in the processes and operating systems used for their area of work, and can advise or assist others in using them.
- efficiently deliver a significant range of tasks from start to finish, displaying a high level of expertise.
- work with accuracy and attention to detail
- show initiative in resolving issues, exercising good judgment on when to escalate these.
- proactively identify issues which impact their area of work, and suggest solutions.
- prioritise their own workload effectively.
- may supervise or check work carried out by others.

- maintain an attitude of learning and improvement in their knowledge and skills.
- are responsible in their use of material resources and supplies, abiding by Foundation policies and practices regarding the use of telephone, IT and other resources.
- keep up-to-date with developments in Foundation policies, procedures and operations, and understand how these impact their area of work.

### **3. Working with Others**

Working collaboratively with other members of the staff team, and with anyone else associated with the Foundation. This means that Band 4 postholders:

- cooperate and consult with others across the Foundation.
- contribute and collaborate willingly and in a timely manner to the achievement of individual, team, and Foundation goals.
- maintain a positive and open attitude towards others, proactively sharing knowledge and expertise.
- present information and ideas clearly and in a structured manner, paying attention to accuracy and correcting misunderstanding without delay.
- build open and effective working relationships based on mutual respect and trust.
- seek and receive feedback in an open and constructive manner.
- foster effective working relationships by handling differences of opinion in a constructive manner.

### **4. Communication**

Communicating clearly and effectively with others both internal and external to the Foundation. This means that Band 4 postholders:

- are respectful of the needs, opinions, and responses of others.
- make every effort to listen well and understand differing points of view.
- maintain a positive and helpful attitude in verbal and written communications.
- provide accurate and complete information to the best of their knowledge and ability.
- Participate actively and constructively when attending meetings.

### **5. Change and Development**

Contributing improvements in how the Foundation delivers its priorities, objectives, and vision, also maintaining a proactive approach to your own learning and development. This means that Band 4 postholders:

- identify opportunities to improve their area of work and flag these to their line manager.
- remain adaptable and flexible when developments are introduced to their area of work.
- are proactive in supporting the implementation of changes in their area of work.
- demonstrate a resilient and positive attitude to change in their area and in the wider context of the Foundation.

### **6. Leading and Managing**

Providing effective leadership to staff and/or teams, whether as a line manager or in delivering an area of work which you are responsible for. This means that Band 4 postholders:

- coach and or train other staff in areas where they have greater knowledge or expertise.
- take the lead in managing and delivering specific areas of work as requested.

### **Additional Information**

The postholder will spend a considerable time working at a computer.

The postholder may be involved in some manual work associated with office and accommodations activities, such as bending, stretching and lifting in the course of their duties, e.g. maintaining information boards, work associated with office equipment, conducting inventories, taking delivery of items/parcels, and supporting co-workers such as House Keeping.

### **Contact details**

If you would like to talk to someone about this post before you apply, please email the Campus Manager, Georgina Bewley at: [bewleyg@queens.ac.uk](mailto:bewleyg@queens.ac.uk) :

## About this post

Salary banding	Band 4, pay range: £21,630 - £24,285pa (full-time) New staff normally join at the beginning of the range
Hours	Full time (36 hours per week) Office hours are normally between 9am and 5pm, with some flexibility for evening and weekend working required
Benefits	Pension scheme with a generous employer contribution Free meals in the dining room during termtime, while on shift Free onsite parking Cycle to Work scheme
Holidays	25 days, 8 statutory holidays, closed days between Christmas and New Year

## Applying for this post

Candidates must submit a fully completed application form, a copy of which is attached to this pack and also available for download at: <https://www.queens.ac.uk/about-us/jobs/>

We do not accept CVs in place of application forms, but they can be provided for supplementary information.

Completed application forms should be emailed to: [recruitment@queens.ac.uk](mailto:recruitment@queens.ac.uk). We do not accept paper application forms.

Shortlisted candidates will be required to complete a test as part of the recruitment process.

## Equality and Diversity

The Queen's Foundation fosters and promotes diversity and inclusion, and therefore welcomes applications from people of all backgrounds regardless of faith, ethnicity, gender diversity, LGBTQIA+, diversity of views and practices, or (dis)ability. All appointments are based on merit.

There is no Genuine Occupational Requirement for Professional Services staff to be practicing Christians and our staff come from a variety of faith and non-faith backgrounds.

- Please complete our Equality, Diversity, and Inclusion form at [Recruitment Monitoring](#).
- This purpose of this is to support our fair recruitment monitoring and forms will be securely deleted after the recruitment administration is completed.
- ***Monitoring forms will not be seen by the vacancy panel prior to shortlisting.***



## The Queen's Foundation for Ecumenical Theological Education



The Queen's Foundation is one of the oldest theological colleges in England. The attractive campus, situated across two neighbouring sites in Edgbaston, Birmingham. Teaching takes place typically seven days a week and several evenings, for most of the calendar year. As well as teaching and conference facilities, the campus has residential accommodation for staff and students, dining facilities, and office accommodation.

The Foundation resources the theological education needs of the Church of England, the Methodist Church, and Black Majority Pentecostal and independent churches. It offers educational programmes which are validated by three different universities – Durham (undergraduate and postgraduate), Newman (postgraduate) and the Vrije Universiteit Amsterdam (PhD). Queen's is an Approved Provider registered with the Office for Students.

The Foundation has a team of almost 50 academic and Professional Services staff and currently has approximately 300 students. The staff and student body are diverse in terms of denomination, nationality, ethnicity and theological conviction.

The students are a combination of permanent residents, commuters and distance learners, including those taught at residential weeks or weekends.

### **The Campus**

The buildings on campus date from the end of the 19<sup>th</sup> century to the end of the 20<sup>th</sup> century and Queen's continues to review and evolve so that the contrasting spaces are safe, comfortable and suitability for students and staff.

As well as being an academic institution, with lecture and meeting facilities, offices and dining facilities, Queen's also provides residential accommodation for staff and students. Queen's is a landlord to staff and students and has 22 Flats and 9 Houses with permanent residents living in them. There are also around 80 rooms for part-time students or conference guests, including groups that study and stay on Tuesday and Wednesday evenings, on 7 weekends across the year, and during the Easter period.