**Job Description: Professional Service Positions**

|  |  |
| --- | --- |
| **Faculty/Directorate/Service Area:** | *REIS* |
| **Job Title:** | Project Administrator |
| **Department/Subject:** | *REIS* |
| **Salary:** | *Grade 5: £25,138 to 27,979 per annum.* |
| **Hours of work:** | *35 hours per week* |
| **Contract:** | This is a fixed term position until 31 July 2025 |
| **Location:** | This position will be based at the Singleton Campus but the post holder may be required to work across the two University campuses (i.e. Singleton and Bay Campus) as required |

|  |  |
| --- | --- |
| **Main Purpose of Post** | The post-holder will deliver comprehensive operational and administrative support to Research, Engagement and Innovation Services REIS. The post-holder will work collaboratively with appropriate colleagues across the University and with key external stakeholders while ensuring an efficient customer focussed service   * Taking messages acting as the first point of contact for Department (there will be subject experts in the Department and the post-holder would be expected to deal with general queries only and relay complex messages to the subject experts) * Arranging meetings * Minute taking for several groups with membership both internal and external to the Department * Budget monitoring * Ordering and receipting of goods via the University’s ABW system * Analysis and interpretation of statistical data * Assisting in the preparation of reports * Liaising with internal and external stakeholders * Information management and version control (for example, collation of information/documentation/archiving documents) * Working with strict confidentiality to tight deadlines |
| **General Duties** | 1. Budget monitoring. Providing financial analyses information, taking into consideration the University’s Financial Policies and Procedures. 2. Be the first point of contact for REIS and respond to queries in a timely manner. 3. Providing administrative support to the Chief Research and Enterprise Officer and senior management team where needed (i.e. coordinating meeting dates, taking minutes/ notes, preparing agendas, compiling documents for circulation, catering/ parking etc.) 4. Accurate minute taking at meetings and project working groups. 5. Assisting with the preparation of reports, project information and presentations, including researching and reviewing of information (the post will not be solely responsible for preparing reports but will assist in gathering information and ‘shaping’ the report/ presentation). 6. Daily use of spreadsheets for various purposes such as, budget monitoring, recording sickness & absence and assisting in the preparation of reports. 7. Responsible for Information management and version control, to include collating and summarising information. Ensuring documents are version numbered/dated and relevant documents are archived. 8. Liaising with internal staff of all levels (including Executive level), consultants, and external stakeholders involved with projects (organising meetings, passing on messages, responding to requests, answering basic queries etc.) 9. Setting up and maintaining document filing systems for planning and project groups, papers and information tracking. 10. Ordering and receipting of goods and services via the university’s ABW system 11. Answering telephone/ taking messages 12. Filing, photocopying and general office administration 13. Recording sickness and absence details and reporting on these for REIS. 14. Preparing and inputting content for web pages and SharePoint sites. 15. Ensuring REIS works within scope of the University’s sustainability and environmental procedures. 16. To fully engage with the University’s Performance Enabling and Welsh language policies. 17. To promote equality and diversity in working practices and to maintain positive working relationships. 18. To lead on the continual improvement of health and safety performance through a good understanding of the risk profile and the development of a positive health and safety culture. 19. Any other duties as directed by the Chief Research and Enterprise Officer or their nominated representative as expected within the grade definition. |
| **Professional Services Values** | All Professional Services areas at Swansea University operate to a defined set of Core Values - [Professional Services Values](http://www.swansea.ac.uk/the-university/world-class/values/professional-services-values/) and it is an expectation that everyone is able to demonstrate a commitment to these values from the point of application through to the day to day delivery of their roles. Commitment to our values at Swansea University supports us in promoting equality and valuing diversity to utilise all the talent that we have.  Our values are:  **We are Professional** We take pride in applying our knowledge, skills, creativity, integrity and judgement to deliver innovative, effective, efficient services and solutions of excellent quality.  **We Work Together**          We take pride in working in a proactive, collaborative environment of equality, trust, respect, co-operation and challenge to deliver services that strive to exceed the needs and expectations of customers.  **We Care** We take responsibility for listening, understanding and responding flexibly to our students, colleagues, external partners and the public so that every contact they have with us is a personalised and positive experience.  Commitment to our values at Swansea University supports us in promoting equality and valuing diversity to utilise all the talent that we have. |
| **Project Management** | **Project Management at Swansea University**  **Working with the Association for Project Management (APM)**  Swansea University is an APM Accredited organisation and considers the APM Body of Knowledge and the APM Competence Framework as the leading reference for its project management activities.  The Strategic Portfolio Management Office is responsible for improving project and change management professionalism across the university. Advice, support, learning and development with respect to project and change management is available through this team.  All project management staff are expected to become a member of a project management professional body, ideally the APM, see <https://www.apm.org.uk/membership/> for guidance on individual membership. |
| **Person Specification** | **Values:**  Demonstrable evidence of taking pride in delivering professional services and solutions  Ability to work together in an environment of equality, trust and respect to deliver services that strive to exceed the needs and expectations of customers.  Demonstrable evidence of providing a caring approach to all of your customers ensuring a personalised and positive experience  **Qualification:**  Educated to GCSE level, or equivalent administration experience.  **Experience:**  Experience in the functions outlined within the job specification from a task and  management perspective or equivalent experience with clear transferable skills and knowledge.  Experience of working accurately and with attention to detail within appropriate  regulatory and other contextual frameworks to collate, analyse and disseminate information.  **Knowledge and Skills:**  Strong self-motivator to achieve against targets and key performance indicators.  Evidence of providing a professional, efficient, customer focused service demonstrating  that outcomes have been delivered on time, to the agreed level.  Evidence of working to a high level of confidentiality, discretion and diplomacy.  Excellent inter-personal skills, tactful and diplomatic with a track record in building  successful working relationships with diverse groups of stakeholders.  Excellent verbal communication skills with the ability to convey complex, sensitive and  confidential information to multiple audiences.  Excellent written and proofreading skills with a keen eye for detail and the ability to work quickly and accurately.  Excellent organisational and time management skills, with an ability to manage a variety of tasks simultaneously in a high-pressured environment and to organise and prioritise own workload and assist with that of others in the team.  Highly developed IT skills with the ability to use a range of online systems.  **Desirable Criteria:**  Ability to communicate in Welsh  Professional, further or higher education qualifications.  Experience of working within Higher Education or a stakeholder organisation.  Experience in Executive/Leadership support functions/teams  Experience or knowledge of operating within and compliance with procurement rules and regulations. |
| **Welsh Language Level** | Level 1 – ‘a little’ - pronounce Welsh words. Able to answer the phone in Welsh (good morning / afternoon). Able to use very basic every-day words and phrases (thank you, please etc.). Level 1 can be reached by completing a one-hour training course.  For more information about the Welsh Language Levels please refer to the Welsh Language Skills Assessment web page, which is available [here](https://www.swansea.ac.uk/welsh-language-standards/compliance/recruitment/). |

  