University of Plymouth

Role:	Information Co-ordinator
Grade:	Grade 4, Part time, 24 hours per week (0.64 FTE)
Reports to:	Director of Library & Academic Development
Direct responsibility for:	N/A

Role summary

Working under the direction of the Director of Library and Academic Development and the Heads of Service, the role holder contributes to the delivery of a customer focused, cost effective and efficient academic-focussed support service.

The role holder provides general administrative support to all directorate teams and prioritises activities to meet the changing needs of the service. Activities include liaison with other university staff, external suppliers and stakeholders; creation of documents; use of university systems; answering routine enquiries and provision of information.

Key accountabilities

- Contributes to the delivery of an effective and flexible administrative, front-line information and provides direct support for the Director of LAD and Head of AD.
- Produces a range of standard documents in an accurate and timely manner.
- Assists the Director with forecasting, analyse historical expenditure and/or track current expenditure as requested, attend monthly finance meetings between senior managers and finance business partner, ad hoc credit card purchases, raise POs as requested, liaise with suppliers as required, complete and update the contracts register.
- Uses a variety of systems to accurately collate, input, investigate and maintain data. Co-ordinate changes to LAD email distribution groups (complex when new teams join directorate), set up and maintain SharePoint sites including allocation of permissions, archive files as required, ongoing development of site with others.
- Processes and issues information, correspondence, and documentation in line with service needs.
- Organises meetings, visits, and events, coordinating calendars, paperwork, facilities and associated arrangements so that activities run smoothly, including diary coordination, taking notes and action points (e.g.,DLE steering group/ Student support and careers systems group), publish agenda.

- Occasional diary management (organising meetings at senior/complex level), assist with the organisation of away days (e.g., room bookings, invitations, catering), liaise with external contacts/speakers on behalf of Director/Head, create and update documents (e.g., structure charts).
- Provides support related to HR matters, taking confidential minutes if required, update individual iTrent records following successful completion of the Teaching Development Pathway, support managers with recruitment administrative tasks as requested.
- Interfaces with customers, partners and stakeholders, provides advice, communicates changes and responds to enquiries and requests in an effective and timely manner.
- Provides administrative support and advice with continuous process improvements for the teaching development pathway (PPT, TEAL, ITL, TDF), inbox monitoring/coordination (answering PPT, TEAL, ITL, TDF queries with escalation to ED team when required), liaison with HR about contractual obligation queries, update successful outcomes on iTrent (as per HR above).
- Prioritises and makes task related decisions within designated activities.
- Contributes to teamwork planning to meet the changing needs of the service.
- Overseas the organisation and maintenance of assets e.g., keys; process improvements with managers e.g., staff starters/leavers check list.
- Collaborates with team members and peers across the University to exchange knowledge and achieve joint projects and objectives.

Measures of success

- Successful delivery of key priorities and objectives agreed as part of the University's Performance Development Review

Knowledge, education and training

- Numeracy and literacy at secondary education level (or equivalent demonstrable experience)
- Excellent IT skills with a good knowledge of Microsoft Office software (including Outlook, Teams, Word, Excel, Sharepoint, PowerPoint)
- Aptitude with IT systems or databases
- Working knowledge of a range of digital tools and resources; including an awareness of social media and communication tools
- Understanding of data protection regulations and codes of practice

Experience

- Working in a customer service environment
- Working in an office environment
- Working flexibly and cooperatively as part of a diverse team
- Employing a wide range of digital tools, platforms, applications and virtual environments with confidence and fluency, in order to work effectively and productively as an individual, and in collaboration with others
- Working in an administrative, customer service, library, information, publishing, systems, research related, educational or digital support environment or role – desirable

Skills

- Effective verbal and written communication skills
- Excellent customer service skills and a can-do attitude
- Ability to work effectively as part of a team
- Ability to effectively organise and prioritise own workload, work on own initiative with the ability to meet deadlines and cope well under pressure.
- Attention to detail and a systematic, proactive, problem solving approach to work
- Ability to work within defined procedures and with discretion
- Demonstrable ability to adopt new digital technologies and tools, and stay up to date with developments in the digital environment
- Analyse, interpret, present and report on data for the use of others

University of Plymouth's behaviours

- Demonstrates self leadership
- Develops self and others to deliver
- Leads and operates effectively in times of change and ambiguity
- Builds and secures value from relationships
- Drives innovation and action
- Creates and contributes to a shared vision
- Uses sound business judgement