

**Job Description** - OD Administrator - HR & OD

**Grade 4:** - £23,751 - £24,533 per annum

Open-Ended/Permanent - Full Time

**Contracted Hours per Week:** 35

**Working Arrangements:** We operate hybrid working and are on site two days per week and remainder from home.

**Disclosure and Barring Service Requirement:** Not Applicable.

## **The University**

At Durham University we are proud of our people. A globally outstanding centre of educational excellence, a collegiate community of extraordinary people, a unique and historic setting – Durham is a university like no other.

Across the University we have a huge variety of roles and career opportunities, which together make us a large and successful community, which is a key hub of activity within our region and nationally. Whether you are at the very start, middle or end of your career, there is a role for you. We believe everyone has their own unique skills to offer.

We would be thrilled if you would consider joining our thriving University. Further information about the University can be found [here](#).

## **The Role and the Department**

People are the most important asset of Durham University, and our Human Resources & Organisation Development (HROD) Department is pivotal in ensuring that we attract, recruit, develop, reward and retain the very best talent from across the world into our University community. Building on our bold and ambitious University Strategy, a key role of HROD is to secure the University's strategic aim, 'to be a world leading employer' by ensuring that our staff can reach their full potential. HROD plays a lead role in creating a working environment for our staff (and potential staff) which is supportive, stimulating and informative which provides for creative and innovative employment practices and opportunities. Our aim is to make sure that Durham University is a great place to work.

The purposes of the role are to provide effective, efficient and timely administrative support to the Organisation Development team; helping to ensure that the right people are in the right place and the right time; providing the first point of contact for enquiries about development, learning and organisation development and triaging the enquiry to the appropriate person. The over-riding purpose is to provide focussed administrative support to enable the team to function at its highest level.

The Administrator will have responsibility for administrative support to the Head of Department and Organisation Development Business Partners. The main aspects of the role are to provide and oversee a professional and effective front of house service which reflects positively the work of the service and facilitates ease of access for all service users and to contribute to all administrative support functions across a complex, busy and multi-faceted support service. The Administrator will contribute to the processing of financial information to and from the Head of Department and Organisation Development staff and contribute to the development of systems and process to further benefit service developments. This role works hybrid.

## **Working at Durham**

A competitive salary is only one part of the many fantastic benefits you will receive if you join the University: you will also receive access to the following fantastic benefits:

- 27 Days annual leave per year in addition to 8 public holidays and 4 customary days per year – a total of 39 days per year. The University closes between Christmas and New Year.
- No matter how you travel to work, we have you covered. We have parking across campus, a cycle to work scheme which helps you to buy a bike and discount with local bus and train companies.

- Lots of support for health and wellbeing including discounted membership for our state-of-the-art sport and gym facilities and access to a 24-7 Employee Assistance Programme.
- On site nursery is available and access to holiday camps for children aged 5-16 throughout the year.
- Family friendly policies, including maternity and adoption leave, which are among the most generous in the higher education sector (and likely above and beyond many employers).
- There is a genuine commitment to developing our colleagues professionally and personally. There is a comprehensive range of development courses, apprenticeships and access to qualifications and routes to develop your career in the University. All staff have dedicated annual time to concentrate on their personal development opportunities.
- The opportunity to take part in staff volunteering activities to make a difference in the local community.
- Discounts are available via our benefits portal including; money off at supermarkets, high street retailers, IT products such as Apple, the cinema and days out at various attractions.
- We offer generous pension schemes.

### **Durham University is committed to equality, diversity and inclusion.**

Our collective aim is to create an open and inclusive environment where everyone can reach their full potential and we believe our staff should reflect the diversity of the global community in which we work.

As a University equality, diversity, and inclusion (EDI) are a key part of the University's Strategy and a central part of everything we do. We also live by our values and our Staff Code of Conduct. At Durham we actively work towards providing an environment where our staff and students can study, work and live in a community which is supportive and inclusive. It's important to us that all of our colleagues are aligned to both our values and commitment to EDI.

We welcome and encourage applications from members of groups who are under-represented in our work force including people with disabilities, women and black, Asian and minority ethnic communities. If you have taken time out of your career, and you feel it relevant, let us know about it in your application. If you are a candidate with a disability, we are committed to ensuring fair treatment throughout the recruitment process. We will make adjustments to support the interview process wherever it is reasonable to do so and, where successful, reasonable adjustments will be made to support people within their role.

### **Person Specification**

#### **What you need to demonstrate when you apply**

To be considered for this role, here are the skills/experience we're looking for:

#### **Qualifications/Experience**

1. Five GCSE's at least Grade C or level four (or equivalent) including English Language and Mathematics or equivalent experience.
2. Experience of working in a busy office environment delivering front line administrative services or having relevant qualifications for the role.
3. Experience of managing time to meet deadlines and working under pressure without compromising on quality.

#### **Skills/Abilities/Knowledge**

4. Good spoken and written communication skills.
5. Good digital skills including experience in using digital devices and apps including the internet, email, digital communication tools, Microsoft 365 applications, digital booking systems.
6. Committed to continuing professional development.
7. Ability to solve problems and resolve straightforward issues yourself and as part of a team.
8. Ability to provide advice and guidance to a range of colleagues and customers.

## How to apply

To progress to the assessment stage, candidates must evidence each of the essential criteria required for the role in the person specification above. Where there are desirable criteria, we would also urge you to provide any relevant evidence. Please don't forget to check if there is any weighted criteria (see above).

While some criteria will be considered at the shortlisting stage, other criteria may be considered later in the assessment process, such as questions at interview.

## Submitting your application

We prefer to receive applications online. We will update you about your application at various points during the process, via automated emails from our e-recruitment system. Please check your spam/junk folder periodically to ensure you receive all emails.

### What you are required to submit:

1. A CV
2. Optional - A covering letter which shows examples of how you meet all of the criteria within the Person Specification

## Contact Details

If you would like to have a chat or ask any questions about the role, Lisa Newcomb would be happy to speak to you. [lisa.j.newcomb@durham.ac.uk](mailto:lisa.j.newcomb@durham.ac.uk).

## Typical Role Requirements

Here are the kind of activities that you'll be asked to undertake and ways in which you'll be expected to operate.

### Service Delivery

- Show a commitment to equality, diversity and inclusion and the University's values.
- Provide an excellent and timely service to our stakeholders.
- Use your experience and problem-solving skills to resolve routine issues with things relevant to your role such as payment queries and provide information and updates to help your team find solutions.
- Collect, organise and record data and information accurately and provide reports as required using systems including Oracle Learning and Teams.
- Promote positive wellbeing arrangements which benefit you and your team.
- When carrying out your role, use and apply relevant professional and regulatory standards e.g. data protection when managing data.
- Use standard office-based devices and applications Microsoft 366 applications [such as word, excel and power point] to deliver services.
- Update guidance on standard operating procedures followed by the team.
- Arrange meeting/event venues and travel arrangements for other team members.
- Manage, monitor and maintain the Oracle Learning system, publishing courses online when required.

### Teamwork

- Resolve queries and respond to requests for information and advice and bring any complex issues to the attention of more experienced team members.
- Help your team organise and provide administrative services that support the Open Course Training Programme and key activities [for example] undertaken within your service and contribute to team planning activities.
- Help your team ensure that products and services are adapted in response to feedback and to meet changing demands.

### Communication/Liaison

- Seek feedback from key stakeholders [students, staff and anyone else that you come across as part of your role] on their requirements from your service to ensure that their reasonable expectations are being met.
- Record information e.g. bookings for activities/events and respond to queries which you receive.
- Liaise with internal and external departments [staff in other areas, professional organisations and agencies] to ensure that services are being delivered in an efficient and collaborative way.
- Liaise with external suppliers, contractors, specialists and service providers to plan the delivery of services and events.
- Provide support for meetings, working groups and committees, such preparing and sending documents for meetings, drafting reports and taking minutes.
- Any other reasonable duties.

Please note that in submitting your application Durham University will be processing your data. We would ask you to consider the relevant [University Privacy Statement Privacy Notices - Durham University](#) which provides information on the collation, storing and use of data.

When appointing to this role the University must ensure that it meets any applicable immigration requirements, including salary thresholds which are applicable to some visas.