

<b>Administrative Assistant</b>
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There is a view from within the SUS 'officers' that we are now at a stage in our development as an organisation that merits further investment in administrative support.

A third employee within the organisation is not a new idea, having been part of the initial blueprint for SUS. However, this move was previously put on hold while the existing staff found their feet, allowing for time to identify any gaps in provision.

Over the last few months a job description and person specification for this role has been developed (see appendix below).

The administrative assistant will be employed on a part-time basis at an 80% contract and this would be flexible to fit in with the applicant's requirements (either less hours split over a full week or less days of full hours). They will be paid through the same system as the original SUS officers and this post has been graded as UE04 covering an fte salary scale of £16684-£19841 (with further increments from Oct'08).

It is hoped to be able to recruit someone for this position with a view to them starting in November. Consequently advertisement will take place in September with interviews to happen in October.

**SUS Executive is asked to:**

Item
➤ Endorse this move

## APPENDIX 1

### 1. Job Details

Job Title:	Administrative Assistant, Scottish Universities Sport
Terms:	
Support Department:	Centre for Sport and Exercise, University of Edinburgh
Unit: (if applicable)	Scottish Universities Sport
Line Manager:	Jacqui Stone, Executive Officer
Location:	Scottish Universities Sport, 48 Pleasance

### 2. Job Purpose

To provide administrative support to the Staff and Committees of Scottish Universities Sport, with particular focus on upholding efficient office systems, customer care, maintaining/updating client databases (including web-site) and assisting as required SUS' diverse year round programme of events.

### 3. Main Responsibilities

<i>Specifically</i>	<b>Approx % of time</b>
1. Provide effective office administration including dealing with daily correspondence & telephone enquiries; creating & maintaining databases; and the control of office equipment.	<b>20%</b>
2. Act as a focus for the receipt and dissemination of information amongst members of SUS committees and the wider membership	<b>5%</b>
3. Provide administrative support to Executive Council & SUS Committees including the attendance at related committee meetings as required to compile minutes	<b>10%</b>
4. Support the annual Audit of SUS activity in order to provide statistics to assist the Executive Council in developing the SUS strategic plan.	<b>5%</b>
5. Assist the SUS Executive Officer with book-keeping and handling of low-level financial transactions in order to ensure effective management & control of SUS finances	<b>10%</b>
6. Ensure website is maintained and accurate, to include page information, news and events. This will include assisting with the compilation and dissemination of the SUS e-newsletter fortnightly and organising press releases as required.	<b>10%</b>
7. Provide administration for SUS events including dealing with entries and payments; processing results; and compiling news stories. This may also comprise assisting at SUS events such as the Christmas Seminar, Active Age Festival and Annual Conference.	<b>30%</b>
8. Accurately record and maintain incoming and outgoing supplies of all merchandise including SUS kit, medals, and other items.	<b>10%</b>
<i>More generally</i>	
9. Contribute to positive collaborative working relationships with partner	<b>~</b>

organisations and agencies.

10. Actively promote sports and physical activity membership within Scottish universities ~
11. Build effective working relationships & co-operation with other colleagues within SUS ~

#### **4. Planning and Organising**

- o Supporting the Executive Officer/Sports Manager in arranging and delivering events/campaigns/communications/service improvements, often 6 months ahead, in support of SUS activities and programmes.
- o Maintaining and updating member and bookings/event registrations/databases, and the SUS web-site, on an on-going basis in a well-ordered and efficient manner, and processing monthly invoices.
- o Co-ordinating the order (3 months lead time), delivery and safe storage of SUS kit, while ensuring there is plentiful stocks to support events and member requests.

#### **5. Problem Solving**

- o Liaising with the Executive Officer/Sports Manager to try to resolve scheduling issues (differing university holiday/exam periods; conflicting events; availability of officials/venues) to uphold customer satisfaction and assure a full SUS programme.
- o Assist with member enquiries/complaints/concerns, refund requests, customer feedback, financial irregularities, bad debts, accidents/incidents, investigating/assembling facts, and with Executive Officer/Sports Manager/Chair determining appropriate course of action.

#### **6. Decision making**

- o Follow policy/procedures in dealing with member enquiries (entries to events; conference registrations; financial enquiries), how to accommodate them/fee to charge and ensuring a smooth and efficient office environment.
- o Progress orders for SUS kit/equipment (determining time-frames; quantities; specification; best price) and taking action to register/store/relay items on arrival, and chasing late/wrong deliveries.
- o Meet weekly with Executive Officer (with daily updates) to agree priorities (daily, weekly, monthly) and to find better ways of working, but planning and prioritising own work activities day-to-day.

#### **7. Key Contacts**

Personnel on SUS Committees (Executive; Competitions; Professional Development; Physical Activity; Fora); Individuals in Scottish Universities (Athletic Union/Department); British Universities & Colleges Sport; Schools, Colleges and other tertiary education groups; local clubs; Scottish/Area Institutes of Sport; NGBs, International sports teams; Event organisers; Press; Suppliers.

#### **8. Knowledge, Skills and Experience**

- o Educated to Standard grade level with passes in English and Maths with 2 years office and customer care experience;
- o Excellent communication skills (verbal and written), being polite and diplomatic;

- o Initiative and aptitude for problem solving, and a keen entrepreneurial spirit;
- o Well developed IT abilities (MS office; internet) with experience of spreadsheets/databases;
- o High administrative, numeric and negotiation skills, with the ability to work independently, to deadlines and with accuracy, meticulousness and attention to detail;
- o Able to prioritise own workload, understand priorities of colleagues, self-motivated and able to cope with a very busy work environment often with competing demands;
- o Ability to work as a member of a team and have an interest in sport and sports structures

## **APPENDIX ONE: Candidate Specification**

### **Administrative Assistant ~ Scottish Universities Sport**

	<b><u>Essential</u></b> "Should/Must Have Criteria"	<b><u>Desirable</u></b> "Like/Nice to Have Criteria"
<b>Qualifications and attainments</b>	Educated to standard grade level (incl English/Maths) or with an National certificate in business or sport administration	Degree in sport or recreation management
<b>Work and other experience</b>	Experience in clerical support (e.g. nomination forms, meeting minutes, data input)  Demonstrated capacity to achieve work targets.  Experience of working with databases, websites and other office systems and procedures.	Experience in research projects.  Experience in working in a merchandising environment.  Experience of working in event administration (e.g. entries, payments, results, news)
<b>Skills</b>	High level of IT competency (word, excel, power point, outlook and publisher).  Ability to work independently, often unsupervised  Ability to multi-task.  Excellent interpersonal and communication skills.	Ability to exercise judgement and make decisions  Book-keeping and handling of low-level financial transactions
<b>Personal qualities</b>	Desire to achieve results.  Energetic, focused, self motivated, organised, flexible and enthusiastic.  Commitment to excellence.  Wanting to work as part of a small team.	Interest in, knowledge of University sport and physical activity.  Enjoys working in a busy, student focussed environment