

Person/Recruitment Specification

For HR Use only:

Job number for CIPHR:

Job Title: Administrator

Reports to: Head of Information Services

Department: Information Services

Grade: S2

Term: 12-month contract

Information Services is the Museum's IT and Digital department, supporting the technology, systems and digital services used across the organization. We are looking for an organized and proactive Administrator to support all Information Services teams, including Service Operations, Modern Workplace, Audio Visual, Infrastructure, Cyber Security, Development. Digital, Product Management, Business Analysis and Project Management. This varied role includes financial administration, procurement, ordering IT equipment, training coordination, contractor administration, reporting and technology asset management. Working closely with departmental leads, colleagues across the Museum and external suppliers, the successful candidate will help ensure the smooth day-to-day running of the department and the services it delivers.

The role would suit someone with strong organizational skills, attention to detail and the ability to build effective working relationships. The post requires significant walking around the Museum.

Main purpose of Job:

The IS Administrator is responsible for helping fulfil administrative duties to help run the Information Services department. This includes financial administration, procurement, contractor coordination, asset management and office administration..

Key Responsibilities [in order of priority]:

1. Provide financial administrative support to project and operational teams including, ordering of IT equipment, software, travel arrangements and other general goods. Goods receivable processing, department invoice processing, expense and travel claims, handling finance department and supplier enquiries. Responsible for the Government Procurement Card.
2. Responsible for general office administration across a wide range of duties, including, stock keeping (stationery and computing consumables), post collection and distribution, document management, communication collation and distribution, and information co-ordination.
3. Provide performance reporting support for teams including, progress reporting, measurements against KPIs, timesheets and incident management reporting. Working directly with teams to help plan and develop visuals to communicate progress.
4. Responsible for general office order including space management, storage, and desk space standards.
5. Provide administrative support for departmental projects and governance activities, including coordination of the Digital and Technology Board (DTB) and IS Approval Board (ISAB), preparation of papers, minutes, action tracking and record keeping.

6. Act as a point of contact for the department on fire, health, and safety engagement. Represent the department in regular health and safety meetings.
7. Provide administrative support for the department meetings including the co-ordination and collation of slide content. Co-ordination of guest presentations or tours from other departments in collaboration with other administrators.
8. Work with colleagues to plan and develop social functions amongst the teams.
9. Perform other duties temporarily or on a continuing basis, as instructed by your line manager, commensurate with your grade.

What are the main work pressures and challenges?

There are often time and delivery pressures associated with the IS support service. These can also be felt by the departmental administrator, who is a key member of the team delivering support to IS services.

Key Dimensions

No staff directly managed with no budget responsibility. Supports the Head of Information Services with the processing of >£2m of orders and invoices per annum.

There are additional formal responsibilities as part of the Safety elements of the role.

What are the performance targets or standards?

There are performance targets for the Museum relating to the processing of invoices, to which the administrator contributes.

There is a need for high standards of accuracy and clarity of communications – particularly in writing. This can be challenging in the Information Services field, given its reliance on technical jargon.

What changes are likely to occur in the next two years to this job?

The Museum has begun to adopt new, more efficient process covering general and finance administration.

Who are the main contacts of the jobholder and what are the relationships to these contacts?

Main contacts are the jobholder's own managers and colleagues. Other contacts include:

Head of Information Services (line manager)
Other department administrators (liaising, coordination)
Head of Service Operations (advising, requesting)
Head of Technical Services (advising, requesting)

<u>Person specification</u>	Essential	Desirable
Education – levels & subjects	• GCSE or equivalent ○ Maths ○ English	Computer studies qualification at some level A level English / Maths
Other qualifications	N/A	
Specific technical/ professional skills & experience	• IT Literate: Good knowledge of Word, Excel (or equivalent), Internet and E-mail • Experience in the writing of basic business documents (this may include meeting minutes, briefing notes, desk procedures) • Experience of using finance IT systems (e.g. raising purchase orders / invoice approvals / GPC)	• Experience of financial processing cycles • Document management • Asset management • Use of macros in e.g. Word or Excel. • Liaison/management of third parties (supplier management) • Experience of safety management role
Work experience, likely former jobs	• Administrator • Junior administrator • Office assistant • PA • Museum assistant	
Specific Managerial skills	N/A	
Specific Interpersonal skills	• Good time management • Must have good, demonstrable oral and written communication skills • Must be accurate and attentive to detail when carrying out routine tasks • Great organizational skills.	
Publications record (if appropriate)	N/A	N/A