



**QUEEN'S  
UNIVERSITY  
BELFAST**

# About Queen's University

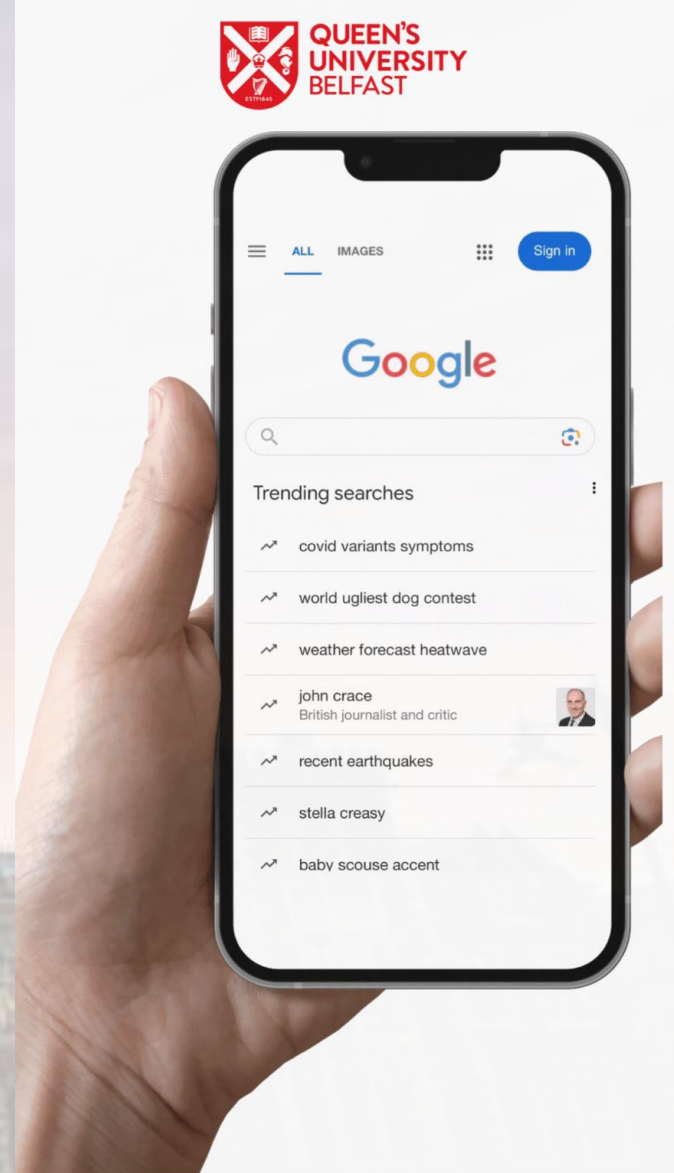
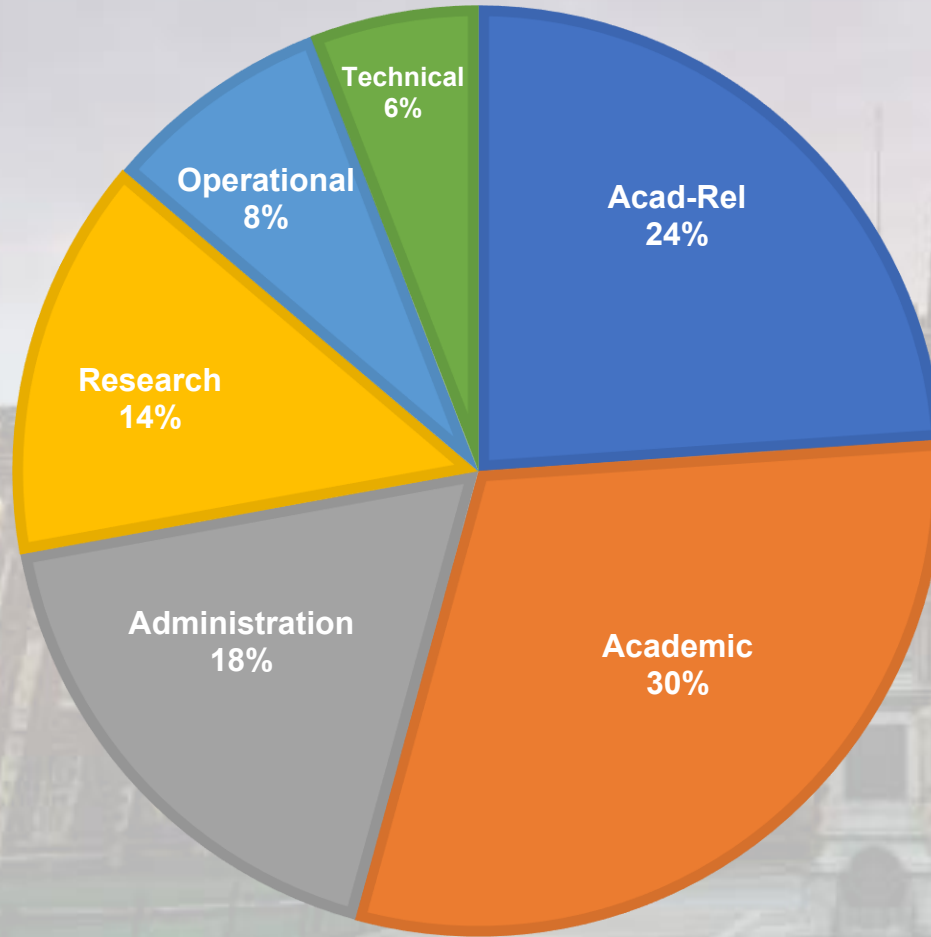
- A rich heritage dating back to 1845
- Excellence in research and teaching
- 25,000 students from over 80 countries
- Almost 5,000 staff from over 60 countries



# Careers at Queen's

## STAFF BY CATEGORY

■ Acad-Rel ■ Academic ■ Administration ■ Research ■ Operational ■ Technical





# Entry Level Positions

- Administration Academy Pilot
- Graduate trainee(s) (IT & Procurement)
- Apprentices



**Queen's University Belfast and Belfast City Council join forces to remove barriers to employment**

19 July, 2023

A new partnership between Queen's and Belfast City Council will provide 15 people living in Belfast, with few or no qualifications, with the opportunity to secure an administrative role in the University.



Those selected to take part in the free academy known as the Business Services Employment Academy August will receive one week's employability support to help them prepare for an interview for a Grade 2 Administration Officer role with Queen's University Belfast, including help to complete the application form, and a mock interview.

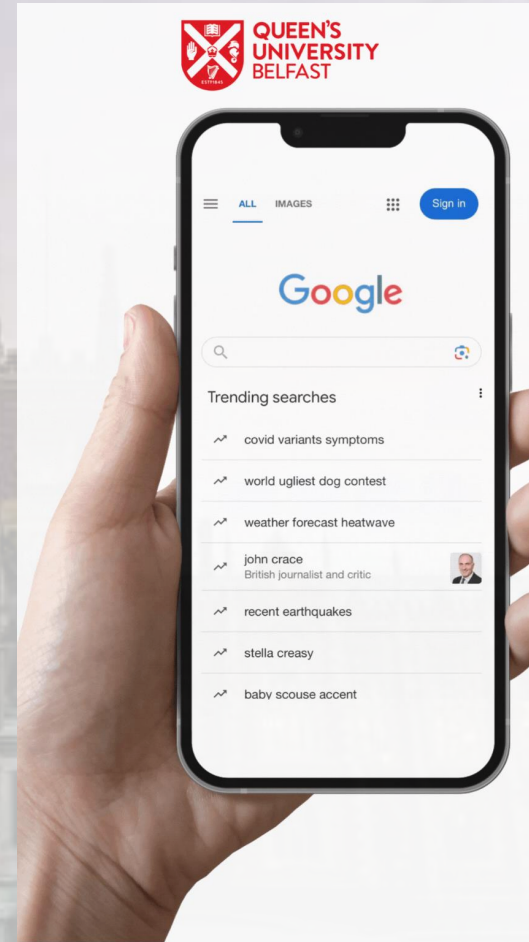
President and Vice-Chancellor of Queen's University Belfast, Professor Ian Greer added: "We are delighted to be partnering with Belfast City Council on this welcome initiative to recruit talent to our university. Our success is down to our outstanding staff who share our commitment to excellence and our student-centred ethos. As one of Northern Ireland's largest employers, we understand the importance of investing in people and as such we offer a range of benefits and rewards. We look forward to welcoming and supporting potential new employees through this new initiative."



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# You've found the perfect role....

## What next?





# Eligibility – the Job Specification

**Position:** Administration Officers, Grade 3  
**School/Department:** Various Schools and Directorates  
**Reference:** 23/110855  
**Closing Date:** Sunday 14 May 2023  
**Salary:** £22,630 - £24,715 per annum  
**Anticipated Interview Date:** TBC  
**Duration:** Permanent and fixed term available

## JOB PURPOSE:

To assist in the provision of a comprehensive administrative service with a School/Department/Unit to achieve timely, accurate information and high quality output.

## MAJOR DUTIES:

1. Provide administrative support to the staff within the School/Department/Unit by producing a range of documents according to university templates/formats e.g. general correspondence, course material, academic papers, reports, agendas, minutes, committee papers, grant applications etc.
2. Provide administrative support for the core functions within School/Department/Unit following established processes and procedures to ensure tasks are completed within set timescales. Within a School this might include:
  - assisting with the enrolment of students ,
  - maintaining and updating student records/databases,
  - assisting in the preparation of timetables etc.
  - assisting in the administration of exam procedures, e.g. arranging external examiner meetings, entering marks onto database, booking rooms etc.Within a Department this might include:
  - assisting with the administration of a specialist function e.g. providing administrative support for recruitment from advertising through to appointment;
  - assist in the day to day running of the maintenance request system within estates.
3. Process purchase orders, invoices and expense claims and assist in the monitoring of the School/Department/Unit's budgets through the University's financial system (QFIS).
4. Use and maintain general office equipment and ensure that they are in working order e.g. photocopiers, organising building maintenance, communicating with office suppliers and central departments such as Procurement and Estates.
5. Monitor, order and maintain stationery supplies sufficient to meet the normal requirements of the office following established procedures.
6. Where appropriate, manage the diary/diaries of staff ensuring that all appointments and meetings are clearly recorded.
7. Update and maintain relevant filing systems and databases (including confidential files) to support the relevant activities and run and present standard reports.
8. Deal with routine enquiries from student, staff and visitors (i.e. by telephone, written correspondence, in person) and provide them with the relevant information or refer more complex, non-standard queries to the appropriate member of staff.
9. To maintain records of work, issues pending and work in progress, and to prioritise work to meet both internal and external deadlines.
10. Provide administrative assistance to special functions (e.g. conferences, exhibitions and major promotional events) within School/Department/Unit. This might include arranging travel, hospitality, registration of delegates, event bookings and event feedback.
11. To undertake appropriate staff development to ensure knowledge and experience is developed and updated to meet the requirements of the role.

12. Carry out any other duties which are appropriate to the post as may be reasonably requested by Supervisor.

## ESSENTIAL AND DESIRABLE CRITERIA

In exceptional circumstances the essential/desirable criteria may be enhanced

### ESSENTIAL SHORTLISTING CRITERIA

The University will conduct a shortlisting exercise based on the following Essential Criteria:

1. \*A minimum of five GCSEs at Grade C or above (or equivalent) to include English Language and Mathematics or NVQ Level 2 Administration (or equivalent).
2. \*A minimum of 6 months (demonstrable) recent and relevant work experience in an administrative environment to include evidence of the following:
  - Comprehensive IT literacy and up to date knowledge of relevant computer packages and information systems including Microsoft Office 365, Microsoft Teams, Sharepoint
  - Experience of dealing with email and internet in the workplace according to corporate guidelines
  - Producing general correspondence
  - Experience of providing clerical/secretarial assistance in line with organisational procedures
  - Experience in a role which involved customer service.

### DESIRABLE SHORTLISTING CRITERIA

The University reserves the right to use the following Desirable Criteria in subsequent stages of the shortlisting process:

1. A qualification relating to computer literacy e.g. European Computer Driving Licence (ECDL).
2. Supervisory experience.
3. Complex diary management experience.
4. Experience of committee servicing and report writing.
5. Experience of working in a student environment.

The following Criteria will be used to assist the selection process:

### OTHER ESSENTIAL CRITERIA

1. Ability to work with discretion and confidentiality, ensuring data is managed in accordance with data protection legislation.
2. Ability to be customer focused and recognise client needs / expectations whilst managing workloads with limited supervision.
3. Demonstrate the ability to plan and organise own workload in an effective and methodical manner within strict deadlines.
4. Demonstrate the ability to work on own initiative as well as part of a team.
5. Ability to establish and maintain effective working relationships in a team environment.
6. Effective communication skills and ability to use a variety of methods to convey messages clearly and succinctly.
7. Demonstrate ability to carry out tasks with accuracy and attention to detail.



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# How to Apply

- Apply online at our careers page: [www.qub.ac.uk/jobs](http://www.qub.ac.uk/jobs)
- Be accurate, concise and to the point
- Depending on application format (CV or Application form) you will submit a cover letter/CV or complete 'relevant information' section – this is where you detail how you meet the criteria for the role



# What happens next?



# Offer and Pre-Employment

- References x 2 (current or most recent line manager)
- Qualification check (original documents checked)
- Right to work
- Criminal history check (certain regulated posts)
- Start date – induction, support and training during probation period (6 months)

# Benefits of working at Queen's

- Holidays – 25 days annual leave (+ 9 closure days and 9 bank holidays)
- Excellent terms and conditions
- Excellent pension scheme
- Lots of networking opportunities and internal groups to join
- Opportunities to push your career forward
- Employee discounts – QFT, PEC, online discount to name a few
- Great place to work... just look around you!





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