



Recruitment Pack



OFFICE ADMINISTRATOR

APRIL 2024

LINCOLNSU.COM

QUALITY – STRONG – INCLUSIVE – INNOVATIVE –
HONEST – DYNAMIC

Dear Applicant,

Thank you for your interest in this important role at the University of Lincoln Students' Union group of companies.

Predominately, as a Charity, we aim to ensure that all our members get the most out of their student experience at the University of Lincoln, whatever their interests or aspirations. We support students in numerous ways, such as facilitating a range of opportunities for extracurricular activities including sports and societies and volunteering opportunities, as well as engaging with Campaigns Groups, academic representation and running an Advice Centre advising on financial, academic, housing and wellbeing concerns. We have been blessed with a highly engaged staff team who all work to understand that they are making a real change to our members' lives every day they come to work.

In addition to our Charitable work, the Charity oversees four trading subsidiaries. These companies range from providing licensed trading facilities for Students and the local community in our Engine Shed, Towers, and The Swan, to providing an accreditation scheme as well as a very successful tech company. The profits from these commercial companies are then re-invested into student opportunities and support.

We are looking for staff who want to work in a challenging but unique sector, who have the right culture and professional standards that we need to drive the organisation forward in to the future. We have fun and aim to create an exciting, vibrant and diverse working environment, whilst maintaining high professional standards and ensuring expectations are met.

Within this role you will provide cross administrative support within Human Resources and Central Admin. The role will provide a supportive role within an office-based environment, clerking meetings as required and supporting different departments with their projects.

For an informal conversation about this role, please do get in contact to arrange a time to chat!



James Brooks
Chief Executive

A stylized, handwritten signature in white ink, located on the right side of the red curved banner at the bottom of the page. The signature is fluid and appears to be the initials 'JB' followed by a flourish.

Our Organisation

'Building a community of engaged and empowered students to make your student experience unforgettable.'

Our Vision is to be...

Empower students to fulfil their potential through building a community that innovatively represents, supports, and creates opportunities.

Our Mission...

Our mission is to create a supportive, collaborative, innovative community that fosters inclusivity and belonging. We believe every student deserves a chance to succeed and strive to create an environment where all can thrive personally, academically, and professionally.

Our Values...

Quality

We will make sure that everything we do is to a high standard. In everything we do, we will always aim to be the best.

Strong

We will be a strong, sustainable Students' Union that our members can trust to make their experience at Lincoln the best it can be.

Innovative

We will pursue and creative ideas, processes, and products to drive improvements in our services and how we engage with our members.

Inclusive

We will recognise and respect diversity and promote equal opportunities and belonging for all our members.

Honest

We will always be honest with our members. Everything we tell them will be the truth – they can trust us.

Dynamic

We will always respond and act quickly to any issues that affect our members, on campus, in the local community, or nationally.

About this Role

Office Administrator, Full-time, Permanent, 37 hours/week

Grade 4, (£23,090 per annum) plus competitive benefits including pension, holiday allowance and salary sacrifice schemes.

This is an exciting opportunity for an Office Administrator to join a fast growing, dynamic and award-winning organisation. The University of Lincoln Students' Union is a not-for-profit, value led organisation which exists to represent the interests of the 17,000 students and support their wider student experience through extracurricular activity.

In this role you will provide cross administrative support within Human Resources and Central Admin. The role will provide a supportive role within an office-based environment, clerking meetings as required and supporting different departments with their projects.

Details of this post and of all our vacancies, plus details on how to apply, can be viewed on <https://lincolnsu.com/vacancies>. If you have any queries or if you require any reasonable adjustments to be made throughout the recruitment process, please email: recruitment@lincolnsu.com.

The closing date for completed applications is **2nd May 2024**.

If successful, candidates will be invited to a Panel Interview in the week commencing 6th May 2024.

The University of Lincoln Students' Union is committed to being an equal opportunities employer.

Job Description

JOB TITLE: Office Administrator	DEPARTMENT: Central Services
LOCATION: Students' Union	REPORTS TO: Holly Millar
SALARY: Grade 4, £23,090 per annum	DATE: April 2024

Context

The ULSU Group is an independent body and exists to support students in both their academic and non-academic experiences; whilst working closely with the University and local community.

Student leaders are elected by the student body and supported by the staff's expertise to deliver services and represent student needs; to enhance the experience of all students at the University of Lincoln.

The ULSU Group is made up of the following companies: University of Lincoln Students Union, Lincoln Students' Union Trading Ltd and Students Union Management System Ltd.

We are committed to diversity within our organisation and positively encourage applications from all individuals irrespective of their gender, age, home country, ethnic background, sexuality, religious beliefs or disability.

Job Purpose

To provide cross administrative support within Human Resources and Central Admin. The role will provide a supportive role within an office-based environment, clerking meetings as required and supporting different departments with their projects.

Key Responsibility 1

Office administration

Monitoring and ensuring all staffing areas are clean and are maintained to a high standard.

Ensure notice boards within staffing areas are up to date with relevant and current information.

Be responsible for the ordering of office equipment as and when required in line with financial regulations.

Ensure everyday office requirements including stationary stock and refreshments are maintained and ordered as and when required in line with financial regulations.

Service staff coffee machine and water filters as required, ensuring items are ordered as needed.

Be responsible for running of all-staff meetings.

Assist in the coordination of the staff and office benefits of 'Cake Friday' and 'Fruit Monday' and 'Employee of the Month'.

Maintain and update digital signage across all venues to ensure its up to date.

Key Responsibility 2

Facilitation of meetings

Clerk as required internal and external organisational meetings.

Prepare and distribute meeting papers and circulate to attendees as required.

Maintain accurate action logs and ensure progress of these are monitored per meeting.

Produce reports as required for reporting on updates and actions as directed by Line Manager.

Ensure attendees for meetings are supported and facilitate all aspects of the meeting, including prior and after each meeting.

Produce accurate minutes in a timely manner.

Key Responsibility 3

Central Services Support

Provide administrative support to the HR department as required.

Provide support in the recruitment process including printing out interview packs and coordinating schedules and the operations of the day.

Operate the SU reception and venues calendars as required.

Collect and replenish the staff suggestions as instructed.

Monitor staff communication channels and ensure all staff are apart of the correct channels including email groups and WhatsApp communities.

Assist in the induction of new starters, setting up one drive permissions, arranging printer pins, booking in staff carousels, and training as required.

Support in maintaining accurate HR records, including annual leave, approved drivers, sickness reporting and ensuring RotaCloud is up to date.

Deploy equipment to staff as instructed and ensure the Equipment register is up to date.

Support in producing and reviewing organisational policies.

In addition, undertake such duties as may reasonably be requested and that are commensurate with the nature and grade of the post.

Additional Information

Scope and Dimensions of The Role	<ul style="list-style-type: none">• Work in a manner that reflects the values of the organisation as shown in the ULSU Group constitution and strategic plan, and in line with Union policies and procedures.• Promote a positive image of the ULSU Group at all times.• Keep abreast of relevant national and local developments and attend conferences, training events and meetings as necessary.• Maintain confidentiality in respect of all areas of the job responsibilities and be aware of current policy relating to the Data Protection legislation.• Engage in appropriate training programmes as identified by your line manager.• Participate in the staff performance and development review scheme.• Actively follow and promote ULSU Group policies.• Some attendance at meetings outside normal office hours may be required.• To undertake such other additional duties as may be required from time to time, within the overall scope of the appointment as directed by the Senior Management Team.
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Key Working Relationships	Governance and Central admin HR department Students' Union SMT Union Staff Team
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External Contacts	Executive Officer Team SUMS Ltd Team External suppliers
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Author	H Coleman	Date Published	April 2024
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Person Specification

Selection Criteria	Essential (E) or Desirable (D)	Where Evidenced Application (A), Interview (I), Presentation (P); References (R)
<p>Qualifications:</p> <p>Good general education background (qualified to level 3 – A level equivalent).</p> <p>Relevant IT qualifications.</p>	<p>E</p> <p>D</p>	<p>A</p> <p>A,I</p>
<p>Experience:</p> <p>Experience in an administrative role.</p> <p>Experience of supporting a management team.</p> <p>Experience in clerking meetings</p> <p>Experience of co-ordinating and supporting projects across departments.</p> <p>An understanding of the particularities of working within a democratic organisation.</p> <p>Experience in governance operations.</p>	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>D</p> <p>E</p>	<p>A,I</p> <p>A,I</p> <p>A,I</p> <p>A,I</p> <p>A,I</p> <p>A,I</p>
<p>Skills and Knowledge:</p> <p>Exemplary written and verbal communication skills.</p> <p>Strong IT skills, including an advanced level use of Excel, Word, PowerPoint and Outlook.</p> <p>Professional presentation of documentation and correspondence.</p> <p>Minute taking skills.</p> <p>Able to manage own workload, time and priorities.</p> <p>Project Management Skills.</p>	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p>	<p>A,I</p> <p>A,I</p> <p>A,I</p> <p>A,I</p> <p>A,I</p> <p>A,I</p>

<p>Competencies & Personal Attributes:</p> <p>Commitment to the delivery of high standards of service</p> <p>Confidentiality and Diplomacy</p> <p>Ability to adapt to changing situations.</p> <p>Attention to detail.</p> <p>Ability to work independently and use initiative.</p> <p>Understanding of, and commitment to, Equal Opportunities within the workplace.</p> <p>Personable and professional in relationships with others</p>	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p>	<p>A,R</p> <p>R</p> <p>A,I</p> <p>I,R</p> <p>I,R</p> <p>I,R</p> <p>E</p>
<p>Business Requirements:</p> <p>May be required to work the occasional evenings and weekends</p>	<p>E</p>	<p>A,R</p>

Essential Requirements are those, without which, a candidate would not be able to do the job.

Desirable requirements are those which would be useful for the post holder to possess and will be considered when more than one applicant meets the essential requirements.

Please refer to the Guidance for Applicants accompanying this Recruitment Pack for further information.

Guidance for Applicants

Equality & Diversity

The University of Lincoln Students' Union is committed to ensuring all applicants have an equal opportunity when going through the recruitment process. As such, to ensure a fair process, this guidance document has been created to ensure all applicants have the same information. At any point during the recruitment process, if you require any help or reasonable adjustments made during the process, then contact recruitment@lincolnsu.com where a member of the HR Department will help you as best as they can.

Data Protection

Information provided by you in your application may be copied for use during the recruitment process. Once the recruitment process is completed, the data supplied by unsuccessful applicants will be stored for at least 6 months and will then be destroyed. The application of the successful candidate will be retained and used as part of the employee's personnel file.

Applicant Declaration

The applicant declaration form is available to download from our website <https://lincolnsu.com/vacancies/staff>. Please ensure that this is filled out accurately as your application will not be processed if it is incomplete from question 2 onwards. Any information provided in this section will not be used as part of the application process and will be removed to ensure no bias by any members of the panel.

Please let us know if any adjustments are necessary to any part of the recruitment process in order to cater for a disability. If you are offered the position, any adjustments that may be required will be considered in consultation with you. Please contact the HR Department on recruitment@lincolnsu.com if you wish to submit your application in an alternative format.

CV and Cover Letters

Along with an Applicant Declaration form, applicants must submit a CV and Cover Letter to be considered for a vacancy. Any information that you wish to be included in the application process must be included in the CV and Cover Letter. There may be certain situations whereby additional supplements will be accepted, such as portfolios, but these will be requested on the job advert.

Rehabilitation of Offenders and Disclosure

You are required to list any convictions that are not spent under the Rehabilitation of Offenders Act 1974. These will not be taken into consideration unless they are relevant to the duties of the post. If you need any further guidance, please contact the address on the previous page. Under the Police Act 1997, a Disclosure may be required from the Criminal Records Bureau prior to the confirmation of an appointment. A copy of the Criminal Records Bureau Code of Practice on Disclosure is available on request.

Education & Training

On your CV, you should include any formal education that you have received, with grades. E.g. University, Sixth Form, etc. As well as the details of any professionally accredited training courses that you have completed, with details of professional membership bodies, including any membership expiry dates if applicable.

Details of Relevant Training Courses Attended

Please also include any personal development courses in your application, such as First Aid, or Microsoft Suite training, along with the expiry date if applicable and the training provider if different to your most current place of employment.

Employment

Please provide details of your current/most recent employment, along with any notice period required. Then please provide a summary of your main duties and responsibilities within your role. This section does not need to be too long but a brief outline of what you did within your role.

Previous Employment

Please include information on your employment and voluntary history for the past 10 years, including length of employment, what the role was, and key responsibilities during that employment. Each section regarding key responsibilities does not need to include too much information, but just a brief overview of your main duties.

Experience

You should explain how your previous experience will allow you to fulfil the role you are applying for. The Job Description and Person Specification, which can be downloaded from the vacancy page, will help you tailor your experience for the role that you are applying for.

References

On the applicant declaration form, please ensure that you provide contact information for two references, with at least one being from your current or most recent place of employment. We understand that you may not wish for references to be contacted in case you feel that it would affect your current employment. As such, we would like to assure you that we will not contact references unless you are offered the role and then only once we have received signed and written consent from yourself that you are happy for your references to be contacted.