



1 Advertisement

Post Title: Senior Administrator, Digital, Creative and Communications

School/department: Communications, Marketing and Advancement

Hours: Full time but part time hours considered up to 29.2 hours per week (0.8 FTE). Requests for [flexible working options](#) will be considered (subject to business need).

Location: Brighton, United Kingdom. Minimum of two days per week in office.

Contract: permanent

Reference: RTF Number

Salary: starting at £28,131 to £32,411 per annum, pro rata if part time [current salary scales can be found here](#)

Placed on: HR to enter this date

Closing date: To be discussed with HR Applications must be received by midnight of the closing date.

Expected Interview date: To be discussed with HR

Expected start date: As soon as possible

We are looking to appoint a Senior Administrator to support the work of our busy Digital, Creative and Communications teams within the division of Communications, Marketing and Advancement (CMA).

You will use your expert organisation, coordination and collaboration skills to quickly become a sought-after colleague working at the heart of the teams you support. Every day will be different; people will come to you for help with coordinating and booking meetings, arranging training, processing invoices, note taking, agenda setting and ensuring the smooth running of the office. You will be a pivotal and central part of the team.

Over time you will use your proactivity and collaboration with other Senior Administrators within your network to introduce new processes for more effective ways of getting things done and managing resources across the teams.

As well as helping support the Digital, Creative and Communications teams, you will also lead the administration and diary needs of the associate directors of communications and digital and creative media. Where capacity allows you will also support other members of the team in tasks that include the recruitment and onboarding of new staff members, planning meetings, events and away days, taking minutes and actions.

Please contact Rachel Levett r.levett@sussex.ac.uk for informal enquiries.

For full details and how to apply see our [vacancies page](#)

The University of Sussex values the diversity of its staff and students and we welcome applicants from all backgrounds.

Please note: The University requires that work undertaken for the University is performed from the UK.

2. The School / Division

The Digital & Creative Media and Communications teams work across every area of the University to recruit students and drive revenue, ensure a high quality student experience through to becoming engaged alumni, and build our reputation as a world-leading research institution. You will be joining teams with a wide breadth of expertise ranging from video production to change communications; media relations to digital content design. Working at the heart of these teams will give you the opportunity to support a huge range of work and build your knowledge of the different areas that make up Communications, Marketing and Advancement.

Please find further information regarding the school/division [here](#).

3. Job Description

Job Description for the post of: Senior Administrator, Digital, Creative and Communications

Department: Digital & Creative Media and Communications

Section/Unit/School: Communications, Marketing & Advancement

Location: Hybrid / Falmer campus (Brighton)

Grade: 5

Responsible to: Associate Director of Digital and Creative Media

Responsible for: N/A

Purpose of the post

We're looking to appoint a confident, proactive Senior Administrator to support the work of the busy Digital & Creative Media and Communications teams.

The primary focus of the role will be to support the Associate Directors, Digital & Creative Media and Communications with diary management, office management, budgeting and finances, events, entertainment and catering, HR enquiries, records management, training planning, and small project work.

As a member of the Communications, Marketing and Advancement (CMA) division, you will make sure that there is excellent sharing of essential information within the team and that colleagues are kept up to date and informed on key IT, HR and other matters that might affect their day-to-day work.

An approachable and enthusiastic individual, you will be at the heart of both teams, building strong relationships with colleagues within the division and across the University.

A can-do, professional attitude and keen eye for detail will be essential.

You will report to the Associate Director of Digital and Creative Media and support the Associate Director of Communications and may be expected to take on additional duties as instructed by them.

Key responsibilities

Human resources

- Be responsible for the timely organisation of administrative aspects of staff recruitment and development, and the annual appraisal process for relevant staff.
- Be responsible for collating information required for staff appraisals.
- Be responsible for the timely organisation of the annual reward review and promotions process including the organisation of meetings and documentation, and ensuring relevant papers are passed to the Human Resources division or as required.
- Maintain the team's further particulars templates ensuring these are accurate and updated regularly.
- Supervise and co-ordinate the work of reception staff, including the co-ordination of annual leave, absence cover and organising temporary staff cover when necessary.
- Be responsible for the professional development of reception staff by convening regular meetings to discuss issues and share good practice.
- Review annual appraisal summaries to identify development and training needs.
- Undertake other HR team responsibilities as directed by the Associate Directors of Digital & Creative Media and Communications

Project work

- Manage any ad-hoc or planned projects, as requested by the Associate Directors with respect to the strategic and/or operational needs of the Teams, Division or University
- Draft minutes and co-ordinate meetings for key university forums in which the Associate Directors and SMT members participate.
- Proactively seek opportunities and activity where project support is required and provide as needed

Office management

- Establish and maintain appropriate administrative systems to run an efficient office
- Support the Associate Directors and SMTs in the development and execution of key communications to the wider team
- Identify and collate relevant material for inclusion in the university-wide and external agencies communications and provide this to the relevant staff
- Oversee preparation of purchase orders for suppliers, as required, and manage a budget tracker
- Arrange and co-ordinate meetings (physical or online) ensuring all necessary administrative arrangements have been made e.g. room bookings and catering
- Maintain essential databases and distribution lists ensuring these are accurate and updated regularly

Personal assistance

- Be responsible for the smooth running of the Associate Directors offices assisting with prioritising activities and projects
- Act as the first point of contact for external enquiries
- Greet visitors and arrange hospitality
- Liaise with a wide range of internal and external groups and senior staff to ensure efficient flow of communication and information
- Implement decisions on key delegated matters
- Plan objectives and outcomes of meetings. Prepare agendas, minutes and follow up actions as necessary
- Answer the telephone, filter the urgency of calls, take messages or provide the necessary information where possible.
- Type reports, minutes, notes and prepare PowerPoint slides or other related requirements
- Provide proactive personal assistance, anticipating and identifying administrative support requirements in response to changing needs or circumstances
- Manage the line report/s electronic diary where appropriate
- Make travel and accommodation arrangements on the line report/s' behalf and process any associated expenses
- Organise events on behalf of the Associate Directors including staff away days, open meetings and conferences.
- Undertake relevant training to keep informed of current issues, policies, procedures and legislation.

This job description sets out the current duties of the post that may vary from time to time without changing the general character of the post or the level of responsibility entailed.

4. Person Specification

Essential

- Excellent written, oral, telephone and face to face communication skills
- Fully developed administrative skills with an emphasis on accuracy
- The ability to prioritise work to meet deadlines in a very busy work environment
- Proven experience of word processing, using databases, spreadsheets, web updating and Microsoft packages
- A proactive approach to problem solving
- Ability to work independently and to use initiative
- Comfortable working on routine aspects of administration
- The ability to deal politely, confidently and professionally with a diverse range of people
- Evidence of a high degree of personal initiative and commitment to self-development
- The provision of PA support to senior management including the administration of complex diaries
- Working in a changing work environment and making a positive contribution to change
- Experience of working co-operatively as part of a team to meet objectives
- Experience of developing, implementing and managing complex administrative systems

- Appreciation of the need to maintain confidentiality and keep information and data secure
- Able and willing to learn new systems, processes and systems

Desirable

- Experience in working in a communications, digital, creative, media or marketing-related environment
- Experience in supporting event management roles