



1 Advertisement

Post Title: Senior Communications Administrator

School/department: Communications, Marketing and Advancement

Hours: 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).

Contract: Permanent

Reference: 9287

Salary: starting at £27,131 to £31,411 per annum, pro rata

Placed on: 05 September 2022

Closing date: 26 September 2022. Applications must be received by midnight of the closing date.

Expected Interview date: To be confirmed

Expected start date: As soon as possible

The University of Sussex is looking to appoint a communications administrator to support to work of a growing and varied communications team.

You will have worked in a similar role where you have provided PA support to an individual or senior management team, including providing diary management, budgeting, and meeting planning and preparation.

Your primary focus will be to manage the administration and diary needs of the associate director of communications, as well as supporting senior members of the communications team. This will include coordinating the recruitment and onboarding of new staff members, planning meetings, events and away days, taking minutes and actions,

Your duties will be varied and include acting as the office manager for the communications team; ensuring the smooth running of the workplace; arranging meeting and greeting of visitors and catering; attending key meetings and working groups as required; and acting as secretariat in meetings.

Please contact Angela O'Neill 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.

2. The School / Division

Now in our 60th year, this is an exciting time to join the Communications, Marketing and Advancement Division at the University of Sussex. We have grown to around 19,000 students, we are proudly international -151st in the QS World Rankings – and we have a clear ambition to be one of the most sustainable universities in the world. Today, in every

part of society and across the world, you will find someone from Sussex making an original and valuable contribution.

Please find further information regarding the division at <http://www.sussex.ac.uk/schoolsandservices/professionalservices/communications-marketing-advancement>

3. Job Description

Job Description for the post of: Change Communications Manager

Department: Communications and External Affairs

Section/Unit/School: Communications Marketing and Advancement

Location: Hybrid/Falmer Campus

Grade: 5

Responsible to: Communications Associate Director/SMT

Responsible for: n/a

Purpose of the post

The University of Sussex is looking to appoint a confident communications administrator to support the growing communications team, which is responsible for media relations, staff and student communications, and change and transformation communications. The communication administrator's primary focus will be to support the Associate Directors, comms, digital and creative media team SMTs 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, the post-holder will ensure 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, the administrator will be part of the wider communications team and will build strong relationships within the team and with stakeholders around the University.

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

The role holder will report to the Associate Directors of Communications of Digital and Creative Media 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 across 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 Director and comms SMT

Project work

- Manage any ad-hoc or planned projects, as requested by the Associate Director and comms SMT with respect to the strategic and/or operational needs of the Team, 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 e.g. web-based staff database, email distribution lists, list of telephone numbers.

Personal assistance

- Be responsible for the smooth running of the Associate Directors and SMTs 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
- Maintain a "bring forward file" to ensure all documents required for meetings are readily available
- Work independently to complete tasks and resolve problems.

Other duties

- Organise events on behalf of the Associate Directors and SMT members including staff away days, open meetings and conferences. This will entail arrangements for registration, travel and accommodation, hospitality and management of guests.
- 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.

Person specification

Skills/abilities

	Essential	Desirable
Excellent written, oral, telephone and face to face communication skills	X	
Fully developed administrative skills with an emphasis on accuracy	X	
The ability to prioritise work to meet deadlines in a very busy work environment	X	
Proven experience of word processing, using databases, spreadsheets, web updating and Microsoft packages	X	
A proactive approach to problem solving	X	
Ability to work independently and to use initiative	X	
Comfortable working on routine aspects of administration	X	
The ability to deal politely, confidently and professionally with a very diverse range of people	X	

Ability to supervise a small team and where appropriate set priorities.	X	
---	---	--

Knowledge/experience

	Essential	Desirable
GCSE English A-C or equivalent	X	
Evidence of a high degree of personal initiative and commitment to self-development	X	
The provision of PA support to senior management including the administration of complex diaries	X	
Working in a changing work environment and making a positive contribution to change	X	
Experience of working co-operatively as part of a team to meet objectives	X	
Experience of developing, implementing and managing complex administrative systems	X	
Experience in working in a communications or media related environment		X
Experience in supporting event management roles		X

Personal attributes and circumstances

	Essential	Desirable
Sensitivity, tact and the ability to remain calm when working to different priorities and under pressure	X	
Approachable, helpful and flexible	X	
Appreciation of the need to maintain confidentiality and keep information and data secure	X	
Commitment to providing a high standard of service	X	
Able and willing to learn new systems, processes and systems	X	
Analytical, innovative, and persuasive personality	X	
Able to work flexibly should the demands of the role so require	X	
Digitally savvy with an interest in this area	X	
Team-player with a supportive approach towards colleagues	X	