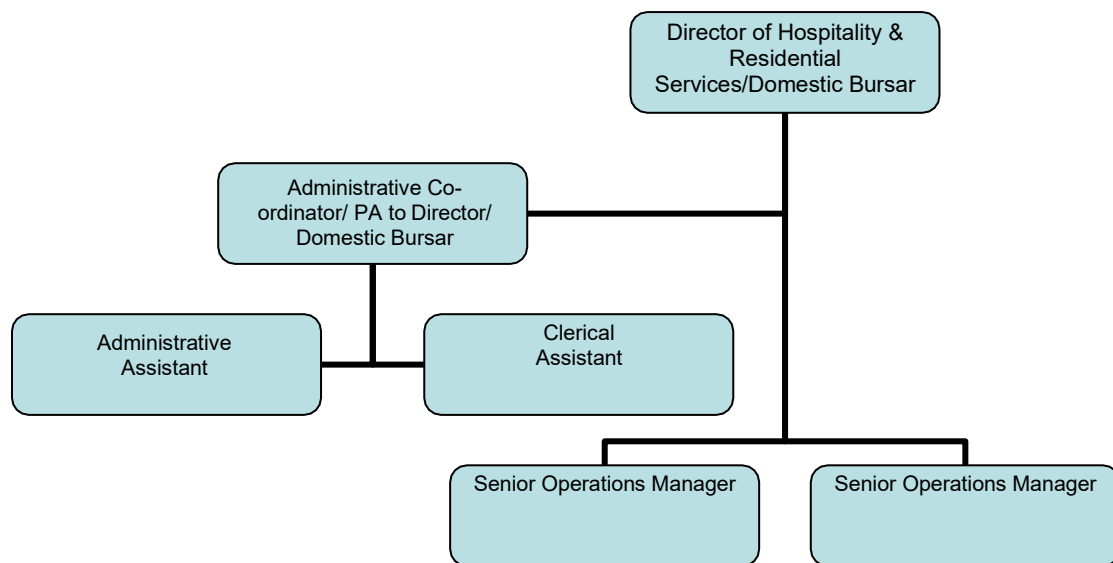


JOB DESCRIPTION

- 1. JOB TITLE:** Administrator
- 2. HR REFERENCE NUMBER:** RA006621
- 3. ROLE CODE:** FINADMIN02
- 4. DEPARTMENT:** Hospitality & Residential Services
- 5. ORGANISATION CHART:**



6. JOB PURPOSE:

To provide clerical assistance to the Catering Services department in all duties associated with the sorting and banking of cash and till receipts for all catering outlets, along with keeping up to date spreadsheets of the day to day activities associated with this. This role is predominantly Finance based. In addition the role holder would be required to carry out varied basic admin duties for Catering Services and the wider Hospitality and Residential Services department where necessary, as and when required.

7. BACKGROUND INFORMATION:

Hospitality & Residential services consists of Catering Services, Conference Services, Domestic Services and Accommodation Office, and Sports and Active Lifestyle.

The University's Catering Services department primarily provides residential students with 3 meals a day, 7 days a week. The service is extended to include non-residential students, staff and visitors to the University in a number of commercial units both on & off the campus. The department also provides a high standard of both service and provision for conference

business which increases dramatically during the student Vacation periods, and special functions which occur throughout the year.

8. WORK PERFORMED AND/OR KEY RESULT AREAS:

8.1 Communicating Effectively

- Responsible for answering routine enquiries on a daily basis related to the work of Catering Service department.
- Explaining detailed University procedures relating to Business World, Procure Wizard and invoicing on a daily basis as the point of expertise in the department.
- To take minutes at supplier meetings for Catering Services and also meetings for the Senior Catering Operations Manager on a regular basis, and to communicate these where necessary to the department.
- Responsible for raising Purchase Orders for all teams within Hospitality and Residential Services on Business World.
- Responsible for raising and notifying suppliers of credits needed which are to be completed.
- To continually analyse the E procurement system for Catering Services and ensuring suppliers payments are up to date.
- Explaining procedures and training other administrators on Business World.
- Explaining procedures relating to invoicing and billing when required.

8.2 Leadership and Working Collaboratively

- The role holder is expected to work as an effective member of the administrative team, with responsibility for co-ordinating and training others administrators on Business World when required.

8.3 Liaison and Networking

- To provide information to members of staff in the wider University or stakeholders (e.g. financial information of the department to the Finance Team/ Purchase Ledger Team) and act as the first point of contact in the department for any invoicing queries from suppliers.
- An active member for procurement meetings/ working groups to share best practice and information.

8.4 Delivering a High Quality Standard of Service

- To provide a high level of customer service to all customers, including all stakeholders including suppliers, finance team, administrators from other departments that have raised invoices, customers regarding clothing sales.

8.5 Effective Decision Making

- When responding to queries, to take independent decisions on how to respond to queries, relevant processes to direct to and who to refer queries to.

- To make collaborative decisions with the catering operational team on changes to operational processes affecting administrative operations across the department.
- To provide advice to Senior Operations Managers within the department, to enable them to take a decision on Hospitality and Residential Services purchasing, e.g. Food, chemicals, and agency staff.

8.6 Planning and Organising Self and Others

- To work autonomously to plan and prioritise own work and the work of the other members of the administrative team as determined by the Administrative Manager and Director of Hospitality & Residential Services/Domestic Bursar, with some flexibility to respond to the changing priorities of the role.

8.7 Innovation and Improvement (Effective Problem Solving)

- To resolve standard and non-standard problems that arise, with reference to the Senior Operations Managers.
- To put new approaches or preventative measures in place to avoid reoccurrence of problems.

8.8 Analysis and Research

- Responsible for collation and manipulation of financial spending, income data from invoicing of events, and also income from catering outlets to produce reports in order for the information to be interpreted by the Senior Operations Manager.

8.9 Sensory and Physical Demands

- Standard for office work

8.10 Work Environment

- Office environment with no responsibility for the health and safety of others beyond due care

8.11 Pastoral Care and Welfare

- Expected to show basic sensitivity to colleagues and customers.

8.12 Team Development

- To provide information and guidance on administrative processes to any new members of staff in the department.

8.13 Teaching and Learning Support

- This is not a requirement of the role

8.14 Knowledge and Experience

- The role holder will have sufficient knowledge or expertise to work on day to day issues in their own area without direct or continuous reference to others.
- See person specification, below, for more details.

8.15 General

8.15.1 To undertake any other duties commensurate with your grade, and/or hours of work, as may reasonably be required of you.

8.15.2 To take responsibility for upholding and complying with the University's Equality and Diversity policies and for behaving in ways that are consistent with fair and equal treatment for all.

8.15.3 To comply with all University Health and Safety policies.

PERSON SPECIFICATION		
Job Title: Administrator		Department: Hospitality and Residential Services
Criteria	Essential / Desirable	Method of identification
Qualifications: 2 'A' levels or equivalent Degree or equivalent ECDL	Essential Desirable Desirable	Application form/ certificates Application form/ certificates Application form/ certificates
Proven Experience: Relevant experience within an administrative role. Experience of working in a Higher Education environment Computer literacy Skills in data analysis	Essential Desirable Essential Desirable	Application form/ interview Application form/ interview Application form/ interview/ Test Interview/ Test
Delivering academic and service excellence: Attention to detail	Essential	Interview/ test
Managing self and inspiring others: Experience of co-ordinating the work of others The ability to prioritise own and others work and use resources effectively.	Desirable Essential	Application form/ interview Application form/ interview

Working together: High level communication skills. The ability to work effectively with others as a competent team member and co-ordinator.	Essential Essential	Application form/ interview Application form/ interview
Organisational and stakeholder awareness: Ability to solve problems in accordance with procedures.	Essential	Interview/ Test

Essential Requirements are those, without which, a candidate would not be able to do the job. Applicants who have not clearly demonstrated in their application that they possess the essential requirements will normally be rejected at the shortlisting stage.

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

Method of identification is where the selection panel will match the candidate's skills and abilities to the required criteria outlined (i.e. application form, interview, test)

**UNIVERSITY OF CHESTER
TERMS & CONDITIONS OF EMPLOYMENT
HOSPITALITY AND EVENTS**

**HOSPITALITY AND EVENTS FINANCE ADMINISTRATOR
PERMANENT, FULL TIME ROLE**

University Scale OS5, points 15 – 28, £25,733 - £27,644 per annum payable monthly in arrears.

HOURS OF WORK – 36.5 HOURS PER WEEK

To be worked flexibly on a rota basis (5 days over 7) as agreed with your line manager.

A flexible approach to work will be required as there may be occasions when it would be necessary for you to work additional hours as dictated by the workload.

DEDUCTIONS

A deduction of 5p per hour will be deducted for food and beverages whilst on duty.

RETAINER

During vacation periods you may not be required to work. If this is the case you will be paid 50% of your rate on the condition that you are available for work. If we need to contact you and you were unavailable you would not be paid the 50%.

UNIFORM

A uniform will be provided, which must be kept in a clean and presentable condition and always worn whilst on duty.

HOLIDAY ENTITLEMENT

In addition to statutory Bank/Public Holidays and Christmas Closure days, staff are entitled to 22 days annual leave per annum (in the annual leave year in which employment commences annual leave entitlement will accrue on a pro-rata basis), rising to 27 days after five years' continuous service.

MEDICAL EXAMINATION

Successful candidates will be required to complete an Occupational Health questionnaire, and may be required to undergo a medical examination.

ESSENTIAL CERTIFICATES

Short-listed candidates will be asked to bring to interview, proof of qualifications as outlined on the Job Description and Person Specification provided. Upon appointment, copies of essential certificates will be required by HRM Services.

PENSION SCHEME

The University operates two pension schemes for support staff:

- The default scheme is the Higher Education Defined Contribution Scheme (HEDCS), which is administered by Friends Life.
- The Cheshire Local Government Pension Scheme, to which the University is an admitted body.

All support staff are entitled to participate in one of these schemes. Some staff will be automatically enrolled into a scheme, depending on their age and earnings, but if they do not wish to remain a member of the scheme, they will be entitled to opt out after enrolment.

EQUAL OPPORTUNITIES

The University has a policy of equal opportunity aimed at treating all applicants for employment fairly.

SMOKING POLICY

The University operates a No-Smoking policy.

PROBATIONARY PERIOD

A nine months' probationary period applies to all University posts.