

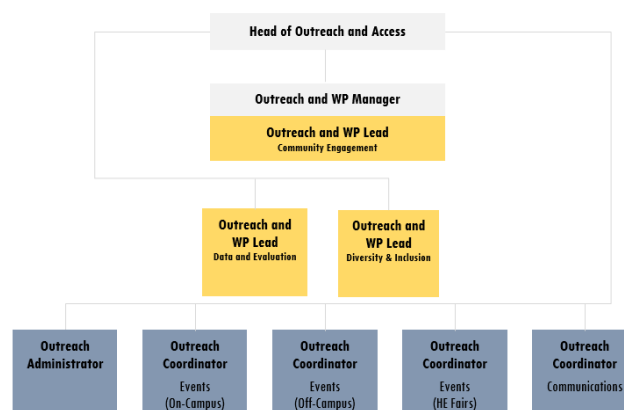
## Job Description

Job Title	Outreach Administrative Assistant (Fixed Term Contract until 30/7/2027)
Department	DASA – Outreach Team
HR Ref No.	1391-26
Role Code	FINADMINOS4
Grade	OS4
Base location	Exton Park, Chester
Reports to	Head of Outreach and Access
Direct reports	N/A
Date created	13.3.2026

### Job purpose

To support the University’s Outreach Team, in the delivery of information, advice and guidance activities to local schools and colleges. This will include providing administrative support relating to the delivery of activity on-campus, in-schools/colleges, or via online engagements. The role itself is involved in the administration across all activity delivered by the Outreach Team, including the organisation of events and activities of non-APP aligned Outreach activity, and the University’s attendance at external events.

The role seeks to support the Head of Outreach and Access in enabling the University to expand its offer to a broad remit of schools and colleges, whilst also complimenting the targeted work undertaken by other colleagues within the Outreach Team.



The post holder will sit within the Outreach Team, as part of the Marketing, Recruitment and Admissions (MRA) department. The Outreach Team seeks to create close working relationships with schools, colleges and communities to support prospective students in accessing all of the required information needed for them to make informed decisions about their future, and specifically, to gain as much insight as possible about the benefits of higher education.

### 8. WORK PERFORMED AND/OR KEY RESULT AREAS:

#### 8.1 Communicating Effectively

- Responsible for answering routine enquiries related to the work of the Outreach Team, including enquiries from external stakeholders (such as key decision makers within schools or colleges), or with internal stakeholders (such as heads of department, or academic staff).
- Explaining procedures as required.

- To send routine correspondence relating to the work of the department.
- To take minutes at committees/working groups/formal meetings on a regular basis.

### **8.2 Leadership and Working Collaboratively**

- To be an effective member of the team.
- No line management or supervisory responsibility

### **8.3 Liaison and Networking**

- To provide information to members of staff in the wider University or stakeholders (e.g.) as the first point of contact.

### **8.4 Delivering a High Quality Standard of Service**

- To provide a high level of customer service to all customers, including; internally (faculties, departments and any academic staff who are seeking to arrange outreach-related activity) and externally (teachers, advisors, and key decision makers based at other educational institutions who are seeking to arrange input from the University).

### **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 onto.
- To make collaborative decisions with colleagues within the administrative team on changes to operational processes affecting administrative operations across the department.

### **8.6 Planning and Organising Self and Others**

- To take responsibility for planning and prioritising own work, within the requirements of the role as determined by the line manager.

### **8.7 Innovation and Improvement (Effective Problem Solving)**

- To resolve standard problems that arise, with reference to the line manager.

### **8.8 Analysis and Research**

- Updates a statistical record of activities and events organised with schools and colleges in the sub region, as well as collecting feedback from all activities and events undertaken.

### **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.

### **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	Outreach Administrative Assistant	Role Code	FINADMINOS4
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The person specification details the qualifications, skills, experience or other attributes needed to perform the job.

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

**Desirable criteria** are those that would be useful for the candidate to possess and will be considered when more than one applicant meets the essential requirements.

### Methods of assessment:

**A** = Application Form, **I** = Interview/Assessment Tests, **P** = Pre-Employment Checks

Selection Criteria	Essential (E) or Desirable (D)	Assessed via
<b>QUALIFICATIONS</b>		
Educated to 'A' Level standard (or equivalent)	E	Application/Certificates
ECDL or equivalent (or willingness to achieve)	E	Application/Certificates
<b>KNOWLEDGE AND EXPERIENCE</b>		
Relevant experience within an administrative or clerical role.	E	Application/Interview
Relevant experience of working in an education or education-related environment.	D	Application/Interview
A proven background in working with people from different age-ranges	D	Application/Interview
Knowledge of the post-16 qualification system and of the UCAS system	D	Application/Interview
<b>SKILLS AND PERSONAL ATTRIBUTES</b>		
Computer literacy	E	Interview/Test
Full, clean driving licence and a willingness to travel	E	Application/Interview
Attention to detail	E	Interview/Test
The ability to prioritise own and others work and use resources effectively.	E	Application/Interview
The ability to work effectively with others as a competent team member.	E	Application/Interview
Effective communication skills.	E	Application/Interview
Ability to solve standard problems in accordance with procedures.	E	Application/Interview

**UNIVERSITY OF CHESTER**  
**TERMS & CONDITIONS OF EMPLOYMENT**

**MARKETING, RECRUITMENT & ADMISSIONS**  
**ADMINISTRATIVE ASSISTANT**  
**FIXED TERM CONTRACT UNTIL 30<sup>TH</sup> JULY 2027**  
**36.5 HOURS PER WEEK**

**SALARY SCALE**

University Scale OS4, points 13 - 14, £25,249 - £ 25,804 per annum.

**HOURS OF WORK**

36.5 hours per week

Monday to Thursday 9.00am - 5.30pm

Friday 9.00am - 4.30pm (less one-hour lunch break each day).

A flexible approach to work will be required as there may be occasions when it would be necessary for

**HOLIDAY ENTITLEMENT**

22 days per annum (in the annual leave year in which employment commences annual leave entitlement will accrue on a pro-rata basis for each completed calendar month of service), rising to 27 days after five years' continuous service. Two extra statutory days per annum during the Christmas period.

**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 Human Resources.

**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 Aviva.
- 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.