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**Faculty of Business & Law**

**Faculty Office**

**Business Support Programmes Office Administrator**

**ZZ007046**

**Information for Candidates**

**THE POST**

Please see the attached job description and person specification.

**THE TERMS OF APPOINTMENT**

Full-time

Fixed term

Salary is in the range £23,487 - £27,116 per annum and progress to the top of the scale is by annual increments payable on 1st April each year. Salary is paid into a bank or building society monthly in arrears.

The full-time standard University hours are 37 per week which are normally from 8.30 a.m. to 5.15 p.m. Monday to Thursday and 8.30 a.m. to 4.15 p.m. Friday with one hour and ten minutes for lunch. Specific times may vary according to the Department concerned. If the position is part-time, the hours and days worked will either be as stated in the advert or discussed at interview/appointment. Overtime is not normally payable but time off in lieu may be given.

Annual leave entitlement is 32 working days in a full leave year. If you work less than 37 hours per week, your leave will be calculated on a pro-rata basis. The leave year commences on 1 October and staff starting and leaving during that period accrue leave on a pro-rata basis. In addition, the University is normally closed from Christmas Eve until New Year’s Day inclusive and on bank holidays.

The Appointee will be entitled to join the Local Government Pension Scheme. The scheme's provisions include an index-linked pension with an option to exchange some pension for a lump sum on retirement together with dependants’ benefits. Contributions by the employee are subject to tax relief.

There is a probationary period of six months during which new staff are expected to demonstrate their suitability for the post.

There is a comprehensive sickness and maternity benefits scheme.

**All interview applicants will be required to bring their passport or full birth certificate and any other 'Right to Work' information to interview where it will be copied and verified.** The successful applicant will not be able to start work until their right to work documentation has been verified.

Please note if you are the successful candidate once the verbal offer of employment has been made and accepted, references will be immediately requested. It is the University’s policy that all employment covering the past three years is referenced. A minimum of two references is required to cover this three-year period of employment or study (where there has been no employment). One of your referees must be your current or most recent employer.

The successful candidate will need to bring documentary evidence of their qualifications to Human Resources on taking up their appointment.

If the position has a requirement for Disclosure and Barring Service check (DBS) or Non-Police Personnel Vetting (NPPV), this will be stated in the advert. Further information will be provided once the selection process has been completed.

All applications must be submitted by 23:59 (UK time) on the closing date published.



**UNIVERSITY OF PORTSMOUTH – RECRUITMENT PAPERWORK**

1. **JOB DESCRIPTION**

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| **Job Title:** | Business Support Office Administrator - BSPO |
| **Grade:** | 4 |
| **Faculty/Centre:** | Faculty of Business and Law |
| **Department/Service:****Location:** | Business Services and Research Office |
| **Position Reference No:** | ZZ007045 |
| **Responsible to:** | Business Support Programmes Office Manager |
| **Responsible for:** | N/A |
| **Effective date of job description:** | September 21 |

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| **Purpose of Job:** |
| As part of the Business Support Programmes Office (BSPO), to work alongside the Business Services Research Office (BSRO) to effectively support the office manager in the implementation of business based programmes. |

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| **Key Responsibilities:** |
| **Team Approach**As a member of the Business Support Programmes Office and the Business Services and Research Office, you will be an active member of a dynamic team that works to ensure that project deliverables are met to set time and quality standards. It is expected that the post holder will:1. Be an active and integrated member of the Business Services and Research Office Team.
2. Participate in team meetings and work collaboratively on projects.
3. Workload share as necessary and appropriate to ensure that there is continuity of business service and project deliverables are met.
4. Where possible support ad-hoc requests for support from customers where office resources are constrained (such as due to high project concentration or absence).

Job specialisms within this role include:1. Undertaking whole process Events Management as part of delivering business programmes either working individually, or as part of a team, to deliver successful conferences, seminars and events.
2. Developing and tailoring communications and publicity from BSRO through increased use of social media.
3. To provide administrative and organisational support to staff engaged in Business Support Programmes
4. Collecting and sharing “good practice” outcomes with the rest of the BSPO and BSRO Team and embedding this in practice.
5. TO provide comprehensive “after-sales” support to client organisations as required. For example, organising review meetings on site, dealing with telephone and other enquiries. Entering relevant information onto the maximiser CRM system.
6. Actively supporting clients with enquiries relating to business support programmes etc.
7. Operating designated client E mail accounts.
8. The provision of support to academics and others engaged in business support programmes.
9. Making travel arrangements, devising itineraries etc. to support business development activity.
10. Attending and/or servicing meetings and events as required including out of normal working hours.
11. Any other duties as required by the Director of Business Services or BSRO Team Manager.
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| **Working Relationships:** |
| AD (E&I)AD (R)Director of Business DevelopmentBSRO Team ManagerEnterprise Development ManagerBusiness Development Projects OfficerPBS Marketing ManagerBusiness Development Liaison OfficerResearch and Knowledge Transfer Co-ordinatorWeb and Information Communications OfficerWider PBS and university business development teamsExternal stakeholders |

1. **PERSON SPECIFICATION**

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| **No** | **Attributes** | **Rating** | **Source** |
| **1.** | **Specific Knowledge & Experience** |  |  |
|  | Prior experience of the Small Business Leadership Programme and the team at the Chartered Association of Business Schools | E | AF, S |
|  | Experience of team working to deliver a good quality client service | E | AF, S |
|  | Experience of working on own initiative | E | AF, S |
|  | Experience of communicating with a diverse and international client base | E | AF, S |
|  | Knowledge and experience of working in HEI Research/Business Development | E | AF, S |
|  | Experience of operating formal Customer Relationship Management (CRM) systems | D | AF, S |
| **2.** | **Skills & Abilities** |  |  |
|  | Ability to administer successful Event Management  | E | AF, S |
|  | Good numeracy, literacy, and communication skills | E | AF, S |
|  | Ability to use IT systems for tracking activity | E | AF, S |
|  | Ability to prioritise well against key milestones | E | AF, S |
|  | Strong team affiliation and commitment to growth of external business | E | AF, S |
|  | Ability and willingness to travel to meet clients on site both in the UK and potentially overseas | D | AF,S |
| **3.**  | **Qualifications, Education & Training** |  |  |
|  | Minimum five GCSE including English and Maths or equivalent experience | E | AF, S |
|  | Training in CRM or Event Management | D | AF, S |
| **4.** | **Other Requirements** |  |  |
|  | Ability to produce accurate work under pressure and to deadlines | E | AF, S |
|  | Willingness to work outside of normal hours as necessary | E | AF, S |

**Legend**

Rating of attribute: E = Essential; D = Desirable

Source of evidence: AF = Application Form; S = Selection Programme (Including Interview, Test, Presentation)

**JOB HAZARD IDENTIFICATION FORM**

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| **Please tick box(s) if any of the below are likely to be encountered in this role. This is in order to identify potential job related hazards and minimise associated health effects as far as possible. Please use the** [**Job Hazard Information**](http://www.port.ac.uk/departments/services/humanresources/recruitmentandselection/informationforrecruiters/essentialinformationandformsforrecruiters/) **document in order to do this.**  |
| 1. International travel/Fieldwork  |  | 13. Substances to which COSHH regulations apply (including microorganisms, animal allergens, wood dust, chemicals, skin sensitizers and irritants, welding fume)  |  |
| 2. Manual Handling (of loads/people)  |  | 14. Working at height |  |
| 3. Human tissue/body fluids (e.g. Healthcare settings, First Aiders, Nursery workers, Laboratory workers) |  | 15. Working with sewage, drains, river or canal water  |  |
| 4. Genetically modified Organisms  |  | 16. Confined spaces |  |
| 5. Noise > 80 DbA  |  | 17. Vibrating tools  |  |
| 6. Night Working (between 2200 hrs and 0600 hrs) |  | 18. Diving |  |
| 7. Display screen equipment | x | 19. Compressed gases |  |
| 8. Repetitive tasks (e.g. pipette use, etc)  |  | 20. Small print/colour coding |  |
| 9. Ionising radiation/non-ionising radiation/lasers/UV radiation  | 21. Soil/bio-aerosols |  |
| 10. Asbestos and/or lead  | 22. Nanomaterials  |
| 11. Driving on University business: mini-bus (over 9 seats), van, bus, forklift truck, drones only)  | 23. Workplace stressors (e.g. workload, relationships, job role, etc.)  |
| 12. Food handling  | 24. Other (please specify)  |

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**Completed by Line Manager/Supervisor:**

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| **Name (block capitals)** | Peter Hooley |
| **Date** | September 2021 |
| **Extension number** | 2976 |

Managers should use this form and the information contained in it during induction of new staff to identify any training needs or requirement for referral to Occupational Health (OH). Should any of this associated information be unavailable please contact OH (Tel: 023 9284 3187) so that appropriate advice can be given.