



The University of York / The Student Centre
James College / Newton Way
Heslington / York / YO10 5DD

T: 01904 43 3724
F: 01904 43 4664
E: enquiries@yusu.org



UNIVERSITY OF YORK STUDENTS' UNION **JOB DESCRIPTION** **General Administrator**

(1) **BACKGROUND INFORMATION**

The Students' Union at the University of York (YUSU) is a democratic organisation representing the interests of all the students at the University. It is run by student elected officers working with a permanent staff team to provide numerous services including representation, development opportunities, entertainments and welfare support. YUSU funds many societies and clubs, together with York Sport, Student Action projects, RAG and the Junior Common Rooms (the social and welfare groups in each of the eight colleges). YUSU promotes, encourages and co-ordinates volunteering and fundraising across the University's as a means of helping students develop all their abilities, skills, talents, personalities, interests and potential while at University. We also support a series of active and award winning student media groups.

(2) **OVERALL PURPOSE OF THE JOB**

To provide administrative support to officers, department heads, staff and students at YUSU. The post holder will also hold responsibility for all operational management issues on a day-to-day basis for YUSU reception, general office, Print Room and IT.

(3) **LINE MANAGEMENT**

Responsible Chief Executive Officer (CEO).

(4) **REGULAR LIASION**

The post involves regular liaison with student officers, members of permanent and student staff, YUSU societies, clubs, JCRCs, members of the Graduate Students' Association (GSA), the International Students' Association (ISA), members of the University and Colleges Administration and members of the wider York community.

(5) **TRAINING**

YUSU recognises that its staff are a valuable resource and aims to provide training and development for staff as far as possible. You will be required to attend any training sessions as are deemed necessary for you to carry out your particular duties.

(6) **TASKS**

Management Responsibility

Take an active role, as a department head, in management meetings, and to have responsibility for the effective day to day management of all administrative staff including print room and reception, ensuring that YUSU personnel policies and procedures are strictly adhered to. Responsible for carrying out inductions and staff appraisals.

Office Management

- To be responsible for the overall efficient and professional management of the General Office and the services it provides and deputise for the print room operator in their absence.
- To ensure that YUSU maintains very high standards of customer service.
- To make recommendations and implement improvements in the range of services and facilities provided by Reception/General Office/Print Room.
- To advise YUSU CEO of repairs and replacements as required and to order and purchase relevant equipment supply.
- To be responsible for the safe handling and recording/cashing up of all monies taken at reception till and petty cash in accordance with YUSU policies and procedures.
- To control, order and issue stationery to staff and officers and carry out stock takes as and when required.
- To carry out general office duties when required e.g. telephones, faxes, cash handling, photocopying.

Other Duties

- To assist in the booking of transports for societies, clubs and volunteers.
- To maintain YUSU key list as required.
- To order NUS Extra cards and handle the administration pertaining to this .
- To provide administrative support to all YUSU department as and when required.
- To be the main point of contact for NUS cardholder services and to deal with all queries.
- To attend University meetings when appropriate
- To be able to attend YUSU meeting, take minutes and produce reports when required.
- To assist sabbatical officers and relevant staff in ensuring that minutes and reports are maintained and shared accurately, in line with the democratic function of YUSU.
- To book rooms via the Planon system and to act as first point of contact for YUSU via timetabling.
- To deal with telephone enquiries and personal calls in a professional and courteous manner at all times.
- To perform any other tasks necessary to fulfil the overall purpose of the job.

This is not a comprehensive definition of tasks. The post holder will be expected to undertake any work that comes within the job remit. The job description will be kept under constant review and will be changed according to the requirements of YUSU. Discussions will be held with the post holder regarding any major changes.

(7) VALUES & ATTITUDES

- All YUSU's operational policies including the equal opportunities guidelines.
- A high standard of Customer Care.
- Carrying out the duties of their role within YUSUs Health and Safety guidelines.

(8) SALARY

Starting at £18,117 per annum.

(9) HOURS OF WORK

Monday to Friday, full time with daily hours normally from 9am to 5pm. However, a significant level of flexibility is necessary to fulfil the needs of the role during term-time. You are entitled to 38 days holiday (30 days plus 8 public holidays) per annum.

20th August 2010