

Job Description

Job Title: Administrative Assistant (Reception)

Department: History

Location: Bloomsbury Campus, London

Grade: 5

Start date: 01 August 2019

Reports to:

Departmental Manager

Context

UCL History, which dates back to 1830, is consistently ranked as one of the best history departments in the world for quality of both its research and teaching. The department has around 40 permanent academic staff complemented by a team of Teaching Fellows and Graduate Teaching Assistants. All aspects of departmental activity are facilitated and supported by a professional services team of 7. Departmental life is enriched by a number of Research Associates working on specific funded projects. We also host early career researchers.

The department's undergraduate student numbers are around 600; with a sizable graduate student body of 100 taught graduate students and 60 research students.

Most undergraduates take a BA in History, and we also offer Ancient History, History with a European Language and History with a Year Abroad. Our taught masters degrees are MA in History, MA in European History, MA in Ancient History, MA in Transnational Studies, MA in Chinese Health and Humanity, MA in Medieval and Renaissance Studies, and MA in Intellectual History and the History of Political Thought.

We are based in four fine mid-Victorian town houses. Please note that their design will pose difficulties for individuals whose mobility is impaired.

www.ucl.ac.uk/history

Main purpose of the job

This post forms part of the Professional Services team in UCL History.

- act as first point of contact in our busy department reception;
- provide general administrative support to the department's professional services team, academic colleagues and the departmental manager;
- point of contact with UCL Estates on routine maintenance matters;
- data entry for finance processing.

Duties and responsibilities:

Reception

- Acting as first point of contact for visitors to the department;
- Ensuring the reception area is kept tidy and well-ordered; and that pigeon-holes are provided for all staff members;
- Receiving deliveries from couriers;
- Distributing mail;
- Dealing with general enquiries from current and prospective students and the public – in person as well as via email;
- To provide key access on request to some shared offices and common room spaces;
- Act as departmental Print@UCL rep.: ensuring the photocopiers across the department are functioning; calling the Print Support team to attend where problems occur. Ensuring the printer cartridges are changed in a timely fashion;
- Ordering general office supplies for the department: stationery, furniture, some catering supplies – as well as any other ad hoc requests

General Administration

Support to programmes administration

- Providing support to the professional services team in their work relating to student administration (this will include, but not confined to, event organisation (e.g. room bookings, catering requests, circulating information to staff and students), monitoring attendance, running ad hoc reports, rescheduling of classes where required.
- Provision of support for induction activities and UCL History Open Days;
- Day to day updates on the College's Virtual Learning Environment (Moodle). This can be uploading documentation; setting up attendance and submission links; sending out general communications via the Moodle pages; adding users; and assisting the Programmes Administrator with the annual Moodle update;
- Providing cover for colleagues as required.

Support to academic staff

- Providing support to academic colleagues in relation to module preparation (e.g. with course materials – such as scanning and photocopying);
- Assisting in the facilitation of internal office moves (e.g. booking porters, ordering new office furniture, etc.)

Finance and Estates

Finance

- Using the MyFinance system to generate purchase orders and to receipt goods;
- Liaising with external suppliers and UCL Finance to set up new UCL suppliers;
- Processing expenses claims for some staff staff
- Assisting academic staff with travel and accommodation arrangements through liaison with the UCL travel agent;
- Entering data for 'one off' payments onto the HR database;

Estates

- Reporting issues to the UCL Estates and Facilities Service Desk regarding routine maintenance in the History buildings;
- Ad hoc room booking requests;
- Providing key access to some shared offices and common room spaces

Other

- This job description reflects the present requirements of the post, and as duties and responsibilities change/develop, the job description will be reviewed and be subject to amendment in consultation with the post holder.
- The post holder will carry out any other duties as are within the scope, spirit and purpose of the job as requested by the line manager or Head of Department/Division.
- The post holder will actively follow UCL policies including Equal Opportunities policies and be expected to give consideration within their role as to how they can actively advance equality of opportunity and good relations between people who share a relevant protected characteristic and people who do not share it.
- The post holder will maintain an awareness and observation of Fire and Health & Safety Regulations.

Person specification

Criteria	Essential or Desirable
Qualifications, experience and knowledge	
<i>Minimum of 5 GCSEs at Grade C or above (Including Mathematics and English Language) or equivalent, or having acquired relevant experience.</i>	E
<i>Educated to A level standard, or equivalent experience such as report writing.</i>	D
<i>Reception or relevant 'front of house' experience</i>	E
<i>Office administration experience</i>	E
<i>Administration experience within an educational environment</i>	D
Skills and abilities	
<i>Computer literate, including Word, Excel, Outlook, email and internet.</i>	E
<i>Be willing to take ownership of any requests or queries and provide satisfactory resolutions to colleagues, students and external visitors.</i>	E
<i>Clear verbal and written communication skills (including accurate grammar, spelling and punctuation).</i>	E
<i>Good interpersonal skills and the ability to interact confidentially with a variety of people, including staff and students.</i>	E
<i>Finance experience</i>	E
<i>Willing to undertake training for relevant work packages (e.g. MyFinance and Moodle)</i>	E
<i>Ability to work accurately and with high attention to detail.</i>	E
<i>Ability to work independently and as part of a team.</i>	E
<i>Awareness of issues around confidentiality and security of data (training will be provided)</i>	E
<i>Ability to respond quickly, efficiently and professionally to requests and enquiries</i>	E
Personal attributes	
<i>Reliability and punctuality</i>	E

Apply

To apply for this position visit:

ucl.ac.uk/jobs

Application Procedure

Applications for the position should be made online at <http://www.ucl.ac.uk/hr/jobs/> and click on the 'Current employment opportunities at UCL' link.

Any questions relating to either the post or the applications process should be addressed to Claire Morley, tel: +44 (0)20 7679 1340, email: claire.morley@ucl.ac.uk

The closing date for applications is **tbc**

The interview date is to be confirmed.