



Administrator

Grade and salary: Grade 5 £29,588 - £33,951 pa

Working hours: Full time (35 hours per week)

Tenure: Fixed Term for 2 years, initially

Location: Liverpool campus

Faculty: Faculty of Science and Engineering, School of Physical Sciences,
Department of Chemistry.

Recruiting department contact: Jo Slater-Jefferies josj@biofilms.ac.uk

Job ref: 117173

The Role

Role overview and University context:

This role provides a range of administrative support for the NBIC-LIVE project.

NBIC-LIVE is a flagship project at the University of Liverpool and is funded via UKRI's Local Innovation Partnership Funding (LIPF) programme. NBIC-LIVE will establish an international Research and Innovation Centre of Excellence within the Liverpool City Region (LCR) to help deliver the Metro Mayor's vision for innovation led growth in the region.

As a critical member of the NBIC-LIVE Operational Team, you will provide comprehensive, effective and efficient administrative support for NBIC-LIVE and the delivery of its vision, ensuring close co-operation with industrial partners, alongside academic and regional government stakeholders.

Day to day work requires excellent interpersonal skills acting as the public face of NBIC-LIVE and the University, you will need to demonstrate a commitment to service provision, maintaining high standards of working practices, and the ability to build and maintain relationships with a variety of colleagues and industrial partners.

You will be expected to display a high level of personal initiative, judgement and responsibility and have the ability to work well with other members of the team and collaborators.

This is a full-time office-based job, working as an integral part of a team based at the University of Liverpool South campus.

Key responsibilities:

- Provide efficient and effective day-to-day administrative support to NBIC-LIVE Director and Technical Innovation Lead, including the co-ordination of diaries, arranging meetings, making travel arrangements, managing Outlook calendars, taking delegated actions.
- Provide high-level administrative support across a range of NBIC-LIVE activities, including liaising with industrial, academic and regional partners and central Professional Services.
- Assist in organising meetings, conferences/workshops and training activities, ensuring all activities run efficiently by co-ordinating diaries, marketing, booking venues, hospitality and supplying relevant information.
- Support engagement with industrial companies and healthcare professionals and provide administrative support for business development activities maintaining a high level of confidentiality.
- Assist in marketing activities and attend business events in the region as required.
- Responsibility for email accounts, assisting with the preparation and follow-up of meeting agendas/actions as appropriate.
- Act as a first point of contact for administrative queries and provide support by interpreting and applying University policies, procedures, and systems to handle

complex queries from staff, proactively resolving issues and escalating complex matters where necessary.

- Drafting, amendment and issue of template documentation and arranging travel (for University and external staff) and associated risk assessments.
- Oversee and undertake financial, human resources and contractual processes.
- Proactively develop strong working relationships with internal and external contacts of importance, including the Co-Directors at NBIC partner Universities (Edinburgh, Nottingham and Southampton) and NBIC CEO, governing bodies, regional and international collaborators.
- Enable NBIC-LIVE project activities are delivered on time.
- Organise all aspects of own work ensuring that records are accurate and up to date, procedures are being operated in a timely fashion, including those from external sources and that complex queries are properly processed.
- Ensure that confidentiality is maintained in all areas of work in the School and that personal data on staff, students and external stakeholders is not passed to unauthorised enquirers.
- Organises own office area including filing systems.
- Assists members of the NBIC-LIVE team, sharing work with colleagues engaged in similar tasks and providing cover for the other administrators in their absence (i.e. annual leave, sickness, attendance at meetings etc.)
- Any other duties as allocated by the line manager following consultation with the post holder.

This 1.0 FTE, fixed-term post is available for 2 years initially. An initial 3 month probation period will be effective.

Note: All successful shortlisted candidates may be sent a psychometric test to complete before interview

Reporting Line

Solid line: NBIC-LIVE Director.

Solid Line: NBIC-LIVE Senior Innovation Lead.

Dotted line to School Management Services Team Leader.

In addition to the above, all University of Liverpool staff are required to:

- Adhere to all University policies and procedures, completing all obligatory training and induction modules, including Equality & Diversity and Health & Safety.
- Support the University's vision to drive forward environmental and social equity through delivery of our [Sustainability Strategy](#) and associated action plans.
- Demonstrate customer service excellence and continuous improvement in engaging with all stakeholders.

- Respect confidentiality: all confidential information should be kept in confidence and not released to unauthorised persons.
- Participate in the University's Professional Development Review scheme and take a proactive approach to own professional development.
- Embody and uphold the University's Vision and Values.
- Demonstrate flexibility in on-campus-presence to enable participation in business-critical activities, including reasonable participation in such things as: open days, invigilation, welcome week activities, confirmation and clearing and financial year-end activities.

About you

Experience
Essential • Experience of providing administrative or similar support in a busy environment to support a number of staff. • Experience gained in a Higher Education environment, within a large or complex organisation or in a customer service role. • Able to demonstrate a sufficient knowledge of work systems, equipment processes and standard IT packages. • Able to produce clear, accurate and concise written documentation. • Experience of co-ordinating or supporting the organisation of conferences, workshops or networking events • Experience in organising meetings involving a variety of stakeholders and managing diaries/Outlook calendars • Experience in making complex travel arrangements and producing itineraries • Experience of organising own workload, prioritising requests and managing expectations accordingly
Desirable • Experience of providing assistance with the recruitment process. • Working knowledge and good understanding of a how to manage records. • Working knowledge and good understanding of a financial management system. • Experience of monitoring a small scale budgets (e.g. workshops, events, travel) • Experience in providing written material for marketing and case studies.

Education, qualifications and training

Essential

- GCSEs at Grade C or above (or equivalent) including English Language

Desirable

- Relevant degree (or equivalent qualification or experience).

Skills, general and specialist Knowledge

Essential

- A thorough knowledge of Microsoft Office/365 including Outlook, Word, advanced working knowledge of Excel and Teams.
- Able to manage a busy workload and balance competing priorities.
- Demonstrated ability to take ownership and responsibility for projects.
- Ability to work proactively to progress a task.
- Excellent organisational and communication skills (written and verbal) and the ability to communicate at all levels.
- Able to work well with minimum supervision.
- Ability to interpret and absorb quickly new information and procedures relating to all aspects of the work and contribute accordingly.
- Good collaborative skills and ability to build strong relationships, internally and externally.
- Knowledge and experience of working within a team.
- In-depth knowledge and understanding of office administration.
- Good working knowledge and experience of a variety of organisational administrative systems.
- Ability to respond effectively to request for information.
- Ability to write up notes clearly and accurately.
- Excellent telephone manner/excellent communication skills.
- Able to manage a busy workload and balance competing priorities

Desirable

- Working knowledge of, or willingness to learn and use University systems (TULIP, VOCAL, Agresso, Terminal 4). AV, Conference call support.
- Previous supervisory experience
- Able to contribute to team efficiency through sharing information and constructively supporting others.
- Able to effectively allocate work and check the work of others ensuring required service standards and deadlines are met.
- Experience of providing advice on administrative procedures to colleagues and external customers
- Able to adapt well to change and service improvements.

Personal attributes**Essential**

- Proactive, flexible, and self-motivated, with a commitment to continuous improvement
- Strong people skills with the ability to build effective working relationships
- Professional, inclusive, and customer-focused approach
- Ability to work collaboratively within a team and contribute to shared goal
- Ability to work with minimum supervision and to exercise judgement as to when to refer matters to senior staff
- Ability to work to very tight deadlines and under pressure
- Ability to organise and prioritise work
- Positive attitude and high level of motivation
- Ability to influence when necessary
- Able to maintain professionalism when under pressure
- Awareness of the importance of excellent service delivery

Desirable

- Empathy with the motivations and challenges faced by the academic community, business partners and researchers
- Capacity to identify issues and solve problems

About us

Established in 1881, we are an internationally renowned Russell Group university recognised for our high-quality teaching and research. We are consistently ranked as one of the best universities both nationally and globally, and the majority of our research is rated world leading or internationally excellent. [Find out more about us.](#)

Why Work Here

We recognise, appreciate and celebrate the incredible work our staff do every day. As well as generous terms and conditions, we offer a range of enviable benefits and provide support for colleague's wellbeing and development. Discover more [about working here.](#)

Moving from abroad

As a global institute, we welcome applicants from all nationalities, moving from a different country can be challenging and we would like to help as much as we can, we have put together some information on eligibility to work documentation, accommodation, schools, healthcare, life in Liverpool and the UK as well as other practical information. Discover more about [moving from abroad.](#)

Our Staff

Whether it be their friendly colleagues, supportive managers or our outstanding facilities, our staff can explain better than anyone what it is like to work for us and why they enjoy their role. See what our [colleagues have to say.](#)

How to Apply

Application process

Our e-recruitment system enables you to register for an online account, where you can view, copy and edit your applications. Set up your account on our [Vacancies Portal.](#)

Once you submit your application you will receive an automatic email acknowledgment. You can view your application at any time by clicking into the application history section of your account.

The recruiting department will endeavour to respond to each application. However, if you have not heard within six weeks of the closing date, please take it that your application has not been successful on this occasion.

Job description

After the closing date this job description will be removed from our website. Should you wish to refer to this information at a later date please ensure you save a copy of this document.

Right to work

We have a legal responsibility to ensure that you have the right to work in the UK before you can start working for us. If you do not have the right to work in the UK already, any offer of employment will be conditional upon you gaining it. If the role is based outside the UK, you will need to demonstrate your right to work for the country in which you are to be based.

Disabilities and alternative formats

If you have any other requirements which will help you access the application or interview process or employment opportunities at the University, or if you require copies documentation in alternative formats, please email: jobs@liverpool.ac.uk or telephone 0151 794 6771.

