



SU Administrative Assistant

Closes: Wednesday 21 July 2021 with interviews w/c 26 July 2021

Hours: 0.6fte

Salary: £18,342 to £20,330 per annum (pro rata)

Type of contract: Permanent

Start date: August 2021

Location: Ipswich. In the first instance the post holder will be expected to work two days in the office and their remaining set hours remotely. Your availability must include Monday mornings and Wednesday afternoons. Beyond this, we are happy to consider further flexible working and a balance of remote/office-based work.

The University of Suffolk Students' Union represents and supports 5,000 students studying at our Ipswich campus and an additional 8,000 who study across the UK and overseas. We provide representation, advice, events, training, sports and student groups for these members. We also operate a social space and shop on the Ipswich campus. The SU, a charity and membership organisation is led by our elected Student Presidents who report to our Student Council. We are overseen by a Board of Trustees.

We are seeking an administrator to join us on a part-time basis and provide cross departmental support to our busy team. This role is varied and often student facing, involving work across our different service areas.

We offer a friendly and supportive team environment, plenty of training opportunities and a flexible approach to working pattern and location.

Key Responsibilities

- Provide administrative support across the team. This will include organising meetings and training, managing appointments, making bookings and responding to staff and students at the SU and University
- Signpost students to other University and external services where appropriate, both in-person and online
- Collate student feedback through formal and informal channels and ensure that this is acted upon accordingly.
- Assist with the delivery of our SU Advice Service, responding to student email and updating databases. With training, undertake student appointments and support students to follow University processes.
- Work with external organisations to provide information and respond to agreed tasks
- Organise key SU meetings – including student council, committee meetings, student forums and trustee board. Invite attendees, manage associated technology, collate

papers and take minutes (these meetings are currently online but there will be a hybrid model in place from September).

- Support student groups to organise activity – this will include making travel and facility bookings, purchasing equipment to agreed budgets, processing student-led group admin
- Assist with the administrative tasks related to our affiliated parties such as BUCS (match day admin, inputting scores after a match, collecting team sheets)
- Attend, support and help develop our general programme of annual student events (e.g. Freshers, elections)
- Assist with website editing (full training will be provided)
- Proactively address your staff development.
- Undertake this role with regard to the General Data Protection Regulations (GDPR)

Person Specification

Your statement should address how you can meet the criteria below, providing examples where possible.

Essential Criteria:

- Enthusiasm for working in a student-led environment
- Good general level of education
- Administrative experience, gained in a workplace environment
- Excellent knowledge of online meetings platforms e.g Zoom, MS teams
- Proficient use of IT Systems (MS Office – including Excel)
- Great communication via email, call and in-person
- Accurate and highly organised
- Ability to work as part of a team
- Able to manage own workload and work across a range of projects

Desirable Criteria

- A good understanding of Universities and Students' Unions
- Proficient use/ understanding of social media

To apply, please complete the [application form](#) and the separate [Equal Opportunities Monitoring Form](#)

If you have questions about the role, we'd be happy to answer them. Please get in touch by email: sarah.tattersall@uos.ac.uk