IS Project Administrator

Role Description

GRADE
Grade 3

LOCATION
Craiglockhart Edinburgh

LINE MANAGER
Head of IS Project Services

Role Summary

As one of the largest professional services departments in the University, Information Services is responsible for the provision of technology, systems and library services that underpin all aspects of University operations and provide key enablers to deliver the ambitious University strategies for Learning & Teaching, Research & Innovation and Internationalisation.

The IS Projects Team deliver University-wide change initiatives to realise desired business outcomes. This is done through effective prioritisation, resource utilisation, stakeholder management and the use of a repeatable project delivery methodology.

Operating as part of the IS Project Services Team, within Information Services, the post holder provides administrative support for projects, events, workshops and general administration for change tasks. They will also coordinate the day-to-day administrative functions of the team including coordination of general project documentation, budgetary matters, financial ordering, travel arrangements and diary management.

Line Management Responsibility for:

This role does not have any line management responsibilities currently.

Main Duties and Responsibilities

- To provide team administrative support to staff across IS Project Services.
- To deal with internal and external enquiries/correspondence and triage to the relevant team member.
- To raise tickets and manage task lists for the team, reporting weekly on key KPI's to the Head of IS Project Services.
- Support the IS Project Services Team to manage, update and distribute RAID logs for projects.
- To initiate, monitor and co-ordinate the ordering of equipment, stationery and services for the team or projects, and maintain a record of suppliers and costs (as required).
- To assist, when required, with the monitoring of the team and project budgets, and reports.
- To assist with the co-ordination of a range of events & workshops including:
  - Project and requirements workshops
  - Generating the agenda in conjunction with the event or workshop lead
  - Communicating with teams and distributing communications
  - Coordinating promotional material
  - Arranging departmental away days and events
  - Taking notes, action points and minutes
- To maintain workload trackers and related documentation
- Centrally collate any information requests
- To contribute to working groups and committees. This will involve minute taking, preparation and distribution of minutes and agendas.
- To develop, update and maintain project templates.
- To undertake project tasks as determined by the head of IS Project Services and participate in project teams as appropriate.
- To undertake data gathering and data input with guidance.
- To participate in the University's Personal Development Review scheme.
- To undertake any other duties as may reasonably be required by the Head of IS Project Services, this may include things like supporting testing or other project related activities.
- Role model the University's values & behaviours;
- Be responsible for ensuring that the information and records processed (received, created, used, stored, destroyed) on behalf of the University are managed in compliance with all applicable legislation, codes and policies e.g. Data Protection, Information Security and Records Management.
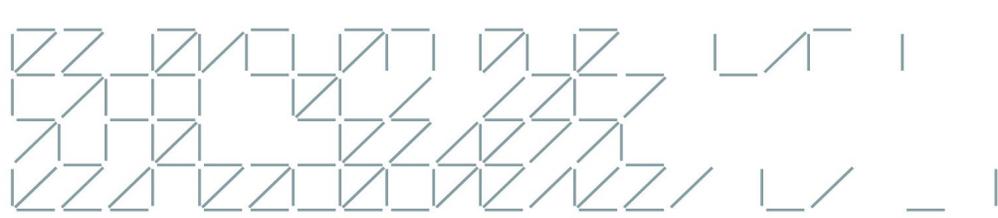
PERSON SPECIFICATION

	ESSENTIAL	DESIRABLE
Education / Qualifications		
• HNC or 3 Highers (to include English and Maths) or equivalent	✔	
• HND/Degree		✔
• Project Related CPD or equivalent		✔
Skills / Experience		
• Administrative experience in an office environment, preferably in a hybrid working arrangement.	✔	
• Understanding of Further/ Higher Education context		✔
• Budgetary experience		✔
• Experience of servicing committees & projects		✔
• Experience working within / alongside project work		✔
• Excellent customer service skills	✔	
• Excellent communication and interpersonal skills	✔	
• Numerate with attention to detail	✔	
• Self motivating with the ability to use initiative	✔	
• Ability to work well in a team	✔	
• Proactive, positive and collaborative approach to working with a wide range of colleagues at all levels	✔	
• Positive, flexible approach to changing environment.	✔	
• Advanced abilities with the Microsoft office suite.	✔	
• Familiarity with Microsoft Project & Visio		✔
• Use of financial systems (Agresso)		✔
• Use of project systems (Miro, Trello, Jira or equivalent)		✔
• Use of IT Service Management systems (UniDesk)		✔