



**St George's School of Health and Medical Sciences**

**City St George's, University of London**

**Research Operations**

**Administrative Assistant (General Support)**

**Ref: 568-24**

**JOB DESCRIPTION**

<b>Post Title</b>	Administrative Assistant (General Support)
<b>Grade</b>	4
<b>Contract type</b>	Permanent (1 FTE)
<b>Responsible to</b>	Administrative Officer (General Support)
<b>Accountable to</b>	Head of Administration
<b>Responsible for</b>	N/A
<b>Liases with</b>	Academic and research staff: City St Georges professional services colleagues

**Overall purpose of job**

The post is a part of the Research Operations Directorate Team. The Post is responsible for a range of general administrative duties, with the emphasis on general secretarial support including servicing meetings and committees for the Research Institutes and being a point of contact for general queries. Whilst supervision is provided, the ability to work independently and demonstrate initiative is expected.

The post holder will be working closely with the Administrative Officer (general support), providing support in smooth running of the Research Operations administrative team.

**1. Main Duties and Responsibilities**

- Working closely with the Administrative Officer (general support) to receive instructions and delegated work, to provide service meeting demand of the research community.



Examples of such work include, but are not limited to: maintaining booking, collation of information and communications about the MRI scanner use, providing specialist secretarial support to Clinical-Academic Group (CAG) Directors as required; support for the University's cross-research themes as they develop; annual capital equipment bid

- Providing support for developing CAG such as coordinating all CAG meetings, maintaining agenda and minutes, follow up action points, circulating opportunities for funding calls to relevant CAG members, managing membership lists, communicating planned clinical-academic activities/meetings, maintaining databases of publications and grant applications by CAG members, using basic analyses to summarise CAG data for the CAG, maintaining relevant CAG web pages, being a point of contact for CAG
- Ensuring the effective, and efficient administration of general secretarial tasks and support for allocated Research Institute areas
- Providing the personal assistance service to Institute Directors, Deputy Principal (Research and Enterprise) and Director of Research Operations
- Servicing meetings, liaising with committee/group chairs, setting and timetabling meeting dates, sending invites, preparing agendas, collating and sending papers, taking and producing minutes for distribution to attendees, following up on actions
- Helping with Research Operations monthly team meetings
- Providing support to research staff with collating information for grant applications, publications and other relevant documentation
- Providing administrative support for ad hoc projects/tasks as required by the research staff
- Dealing with telephone calls, verbal messages and correspondence as required, and to ensure these are dealt with appropriately and in a timely manner
- Providing general administrative support to academic staff as and when required
- Working closely with the Administrative Officer (events communications and GAT) and Administrative Assistants (events and communications) collating information for updating webpages
- Being a conduit between academic staff and colleagues within the Research Operations Directorate as well as with other professional services Directorates, providing signposting
- Maintaining an efficient and effective electronic filing system as required
- Maintaining up to date directories and mailing lists for the Research institutes, providing this information to administrative colleagues dealing with events and communications
- Providing all services in a professional manner, ensuring that all service levels and performance measurement targets are achieved on a regular basis
- Assisting the Administrative Officer (general support) with general admin/office duties
- Providing cover for colleagues within own team and in other branches in the Research Operations Administrative Team in a flexible manner and according to the demand, to ensure a continuous delivery of administrative support to the research community

It is expected that staff working with St George's School of Health and Medical Sciences, will be involved in our mentoring and tutoring activities, as appropriate, as well as supporting admissions, student recruitment and access and widening participation activities (MMI interviews, Open Days, school visits, clearing etc) where applicable. All academic staff are expected to act as a personal tutor.

You are also expected to undertake other activities appropriate to your grade as directed by your manager. This job description reflects the present requirements of the post. As duties



and responsibilities change, the job description will be reviewed and amended in consultation with the post holder from time to time. City St George's, University of London aims to provide opportunities for all its employees to develop the skills required to be successful in their role and to further develop their careers.

St George's School of Health & Medical Sciences, University of London, is committed to the San Francisco Declaration on Research Assessment (DORA) principles.

## 2. Nature and Scope of Job

A fantastic opportunity for an administrator looking to work in the Higher Education sector. The Administrative Assistant (general support) will work closely with the Administrative Team in the Research Operations Directorate to provide City St George's researchers with an excellent service. The Administrative Team sits within the University's Research Operations and has a close working relationship with other directorates within the University.

## 3. Person Specification

Criteria	Description	Essential/ Desirable	How it is to be tested
<b>Qualifications</b>	A good standard of education, including GCSE (or equivalent) English Language and Mathematics	E	AF
<b>Experience</b>	Experience of working in Higher Education or public sector environment	E	AF
	Experience of servicing meetings	E	SS1, INT
	Experience of providing general secretarial support	E	INT
<b>Knowledge/ Skills</b>	Excellent organisational and time management skills	E	SS2, INT
	Ability to follow written/oral instructions methodically and with attention to detail and maintaining accurate records	E	INT
	Ability to communicate at all levels, orally and in writing	E	INT
	Competent use of Microsoft Office tools, specifically Excel/ Word, MS Teams, and Doodle polls	E	SS3, INT
	Attention to detail	E	SS4, INT



	Excellent customer service skills	E	AF
<b>Personal Attributes</b>	Hard working and reliable with a friendly, courteous and helpful disposition	E	INT
	Strong customer service ethic	E	<b>SS5</b> , INT
	Ability to work as part of a team	E	INT
	Proactive approach	E	INT
	Punctual and reliable	E	INT
	Ability to deal with individuals with high levels of tact and diplomacy	E	INT
	Committed to equality and diversity; committed to St George's Health and Safety policies and procedures; Compliance to Data Protection Act 2018 and GDPR principles/ requirements	E	INT
	Committed to Continuing Professional Development	E	INT

**Key:**

PQ=Prerequisite Qualification, AF=Application Form, CV=Curriculum Vitae, SS=Selection/Supporting Statements, ST=Selection Test/Presentation, INT=Interview

*Note: Elements marked SS (Supporting Statements) in the Person Specification will be highlighted in Step 6 (Supporting Statements) on the online application form. Applicants' answers to Step 6 are an essential part of the selection process. Applicants should write individual supporting statements to demonstrate how their qualifications, experience, skills and training fit each of the elements highlighted in this section.*

Applicants should address other elements of the Person Specification in Step 7 (Additional Information). Shortlisting will be based on applicants' responses to Step 6 **and** Step 7. Therefore applicants should complete both sections as fully as possible on the online application form.

Updated August 2024.



## About us

St George's School of Health and Medical Sciences is dedicated to medical, biomedical and allied health education, training and research. Sharing a clinical environment with a major London teaching hospital in southwest London, our innovative approach to education results in well-rounded and highly skilled clinicians, scientists, and health and social care professionals.

St George's has a long and illustrious history of training healthcare professionals, dating back more than 270 years. We are well known for our innovative approach to medical education, being the first UK institution to launch a Graduate Entry Medicine Programme, a four-year fast-track medical degree course open to graduates in any discipline. Now part of City St George's, University of London, St George's was the number one university in the UK for Graduate Prospects (on track), according to the Complete University Guide 2024 and second for Graduate Prospects in the 2024 Times UK University Rankings.

Our internationally recognised research delivers cutting-edge scientific discovery through four specialist Research Institutes, directly helping patients through our close links to the clinical frontline and London's diverse community. St George's was ranked joint 8th in the UK by the Times Higher Education in their Research Excellence Framework (REF) 2021 Impact Scores. 36% of St George's research was assessed as 'world-leading' and 100% of our impact cases were judged to be either 'world-leading' or 'internationally excellent.' Our Institutes focus on biomedical and scientific discovery, advancing the prevention and treatment of disease in the fields of population health, neuroscience, heart disease and infection - four of the greatest challenges to global health in the 21st century. Our values keep St George's striving to deliver its mission and demonstrate how we aspire to CARE for ourselves and others:

- Collaboration - We work as a community and engage external partners to deliver our mission.
- Ambition - We strive to achieve the best for ourselves and others, responding dynamically to new challenges.
- Respect - We are open-minded, listening to others and valuing different perspectives.
- Equity - We are inclusive, tackling inequity in all its forms.

The diversity of the people within our community at St George's is one of our strengths. We benefit hugely from the range of perspectives that come from the different backgrounds, opinions and beliefs of our staff and students and, in recognising that, we want to put our approach to diversity and inclusion firmly at our core.

More information about St George's School of Health and Medical Sciences can be found at [www.sgul.ac.uk](http://www.sgul.ac.uk).

City, University of London and St George's, University of London completed a merger on 1 August 2024, creating a powerful multi-faculty, multi-site, institution. The combined university will become one of the largest suppliers of the health workforce in the capital, as well as one of the largest higher education destinations for London students. If you have any questions, you can email [hrhelp@sgul.ac.uk](mailto:hrhelp@sgul.ac.uk) with enquiries.



St George's School of Health and Medical Sciences currently offers a range of employee benefits:

**Salary:** £28,759 pa, (pro-rated for part-time staff). The salary range for **Grade 4** is £28,759– £32,332 and appointment is usually made at the minimum point.

**Hours:** 35 hours per week which can be done flexibly in various ways or part time/job share can also be considered. Staff are expected to work the hours necessary to meet the requirements of the role and this will be dependent on the service area.

**Annual leave:** 30 days per annum. Plus eight UK public holidays and four days when City St George's, University of London is closed (usually between Christmas and New Year). Part time staff receive a pro rata entitlement.

**Pension:** Membership of competitive pension schemes with generous employer contribution and a range of extra benefits.

[Superannuation Arrangements of the University of London \(SAUL\)](#)

[London Pension Fund Authority \(LPFA\)](#)

[Universities Superannuation Scheme \(USS\)](#)

[National Health Services Pension Scheme \(NHSPS\) \(existing members only\)](#)

**Flexible working** Flexible working, including part-time or reduced hours of work, opportunities to work from home for many posts, compressed hours and local flexibility in agreeing start and finish times of work.

**Travel** City St George's, University of London offers an interest free season ticket loan and participates in the [Cycle to Work Scheme](#).

**Gift Aid** If you would like to make a tax-free donation to a charity of your choice, this can be arranged through our Payroll.

**Sports and Leisure Facilities** Rob Lowe Sports Centre, situated on the St George's Healthcare NHS Trust site offers exercise facilities that can be utilised by City St George's, University of London staff.

Within walking distance from St George's is Tooting Leisure Centre. Facilities include a swimming pool, gym and various exercise classes. The Centre offers staff an all-inclusive corporate membership. For more information please contact [Tooting Leisure Centre](#).



**Shops and facilities** There are a number of shops and facilities situated on site including ATMs, student bar and shop, Pret a Manger, M&S Simply Food store, library and multi-faith room.

### **Informal enquiries**

Informal enquiries may be made via email to: [hrhelp@sgul.ac.uk](mailto:hrhelp@sgul.ac.uk)

### **Making an application**

All applicants are encouraged to apply online at <http://jobs.sgul.ac.uk> as our system is user friendly and the online application form is simple to complete. Please note that CVs only will not be accepted.

For any accessibility issues please contact [hrhelp@sgul.ac.uk](mailto:hrhelp@sgul.ac.uk)

Closing date: **27 September 2024**

**Interview date: TBC.** As shortlisted candidates will be notified by email, it is imperative that you provide an email address that is accessed frequently.

Please quote reference **568-24**

We are delighted that you are interested in working at St George's School of Health and Medical Sciences. You will be notified of the outcome of your application by email. We aim to respond to all candidates within 5 weeks of the closing date of the vacancy.

