

CAREERS ADMINISTRATIVE ASSISTANT

UEA Careers Service

SC4737

CANDIDATE BROCHURE



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WHAT MAKES UEA SO SPECIAL?

The University of East Anglia is a publicly funded major UK research and teaching university. It was built to embody a radical new vision for higher education, where interdisciplinarity is crucial and excellence in both research and teaching is valued. UEA consistently ranks within the top quarter of universities in the UK for the quality of research and teaching.

As a major regional employer and cultural centre, we take our regional civic responsibilities very seriously and have kept our sights on the people and place we call home. In fact, we launched our University Civic Charter in October 2023; created from in-depth community engagement, renewing our commitment to the region as part of our 60th anniversary.

There are many things which make UEA special, not least of which is the community of staff and students that work and study here. UEA includes three Nobel prize winners, including Sir Paul Nurse and Sir Michael Houghton, and many fellows of the Royal Society and British Academy amongst our alumni and current staff.

Our campus is home to Sir Denys Lasdun's iconic brutalist architecture set in hundreds of acres of beautiful country park that includes a large broad (lake). In the spirit of Lasdun's ambition to inspire an anatomy of ideas, today, UEA is tackling some of the key challenges of the changing world. UEA's research combines disciplines

and breaks new boundaries across its priority research themes of climate, creative and health.

UEA is the place where global warming was first documented. Since the 1970s, UEA's Climatic Research Unit, and more recently Tyndall Centre for Climate Change (Headquarters hosted at UEA), have played a pivotal role in developing temperature records and climate models, contributing to the understanding of climate change, and informing global policy. Our Professors Corinne Le Quere, Rachel Warren and Robert Nicholls were recipients of Nobel Peace Prize (2007), awarded to Al Gore and the Intergovernmental Panel for Climate Change (IPCC) in recognition of efforts to increase public knowledge of anthropogenic climate change. Environmental Science and Global Studies at UEA continue to be a major powerhouse for research and teaching.

UEA is widely regarded as a pioneer in creative writing, having established the UK's first Creative Writing Masters programme in 1970. This renowned programme has since attracted and produced numerous successful writers, including Booker Prize winners such as Ian McEwan and Anne Enright, and Nobel Prize Winner Kazuo Ishiguro. In recent years, UEA academics have played a pivotal role in the discovery and presentation of the Gloucester Royal shipwreck (Norfolk's Mary Rose). Our iconic Sainsbury Centre for Visual Arts is a major museum and arts research facility.



Health research at UEA not only embraces the Faculty of Medicine and Health but draws in research from both social and natural sciences. Research under this theme has made major contributions in the fields of healthy ageing, epidemiology and involving citizens (via our innovative Citizens' Academy) in improving health care outcomes. This theme benefits from close association with the other major research institutes on the Norwich Research Park; notably the Norfolk and Norwich University Hospital and the Quadram Institute. The Norwich Cancer Research Network, and Norfolk Institute for Healthy Ageing, are examples of key mechanisms for delivery of real impact from health research at UEA.

UEA has been a major success over the last 60 years and looks forward with confidence to the next 60 years.

For an informal discussion about the post please contact Evan Hancock via e.hancock@uea.ac.uk.

UEA is part of the Norwich Research Park

Norwich Research Park (NRP) membership locates UEA in one of the largest concentrations of research institutes in the whole of Europe – four independent internationally-renowned research institutes: John Innes Centre, Quadram Institute, Earlham Institute and The Sainsbury Laboratory; with the University of East Anglia and Norfolk and Norwich University Hospitals NHS Foundation Trust, supported and funded by The John Innes Foundation, The Gatsby Foundation, and UKRI Biotechnology and Biological Sciences Research Council.

The NRP provides an ideal environment for collaborative use of infrastructure and facilities, with a single portal for academics and businesses to access the specialist facilities across the Park.

The Enterprise Centre is a regional business, knowledge and innovation hub, with workspace provision and supports over 80 businesses working alongside UEA staff and students in a dynamic and vibrant entrepreneurial community. On the wider NRP, there are dedicated laboratory and office spaces in the Innovation Centre and Centrum hosting over 600 staff within a total of 115 businesses and spinouts.



OUR BENEFITS

UEA offers a fantastic benefits package for staff. We recognise all our staff have different priorities and lifestyles so we are continually reviewing our offering to ensure there are benefits which suit everyone. Current benefits include:



Competitive Rates of Pay



20 Days Holiday



14 Additional Statutory and Customary days



Contributory Pension



Staff Development



Sportspark Discount



Research Support



Health and Wellbeing



Library



Campus Facilities



Care Leave Policies



Sainsbury Centre for Visual Arts



Ofsted Outstanding Nursery



And much more!

Further information can be found on our [Staff Benefits page](#).

THE ROLE

To provide an efficient and high quality PA/Secretarial service to the Associate Director of Graduate Success (Careers Service) as well as administrative and secretarial support for the senior management team and the broader Careers Service. To handle information that is of a sensitive and/or confidential nature. The role includes responsibility for other operational administration across the Careers Service coordination of Health & Safety, liaison with Estates and IT, staff recruitment, personnel, and budget administration.

KEY RESPONSIBILITIES

PERSONAL ASSISTANT SUPPORT

- To be the first point of contact for the Careers Management Team to include answering general enquiries and coordinating follow-up action. This will involve a wide range of internal and external contact, as many individuals will approach the post holder seeking advice. Similarly, the post holder will act as an interface between the senior management team and the wider service on messages and instructions sensitively and informatively.
- To be knowledgeable about the Careers Service short, medium and long term plans as well as the current state of play.
- Pro-actively deal with a range of incoming correspondence to the Careers Service swiftly and accurately, prioritising those to be dealt with directly by the Associate Director of Graduate Success (Careers Service) and deciding on which to take, or initiate or action on their behalf. This will involve drafting replies, re-directing as appropriate, noting deadlines for follow-up, maintaining a bring forward system and diarising time for the activity to

take place to ensure that actions are dealt with in a timely manner.

- To manage the diary of the management team arranging meetings and appointments, liaising and prioritising as appropriate.
- To provide a high level of secretarial and administration support to the senior management team including undertaking editorial and presentational work on documents, preparing and/or finalising letters, presentations, papers, reports and minutes, including confidential items.
- To develop, maintain and manage records and filing systems (offline and online) ensuring that these are operating efficiently and effectively, and making changes/improvements as appropriate.

CAREERS TEAM RESPONSIBILITIES

- To coordinate the administration of staff recruitment within the Careers Team; setting up interview schedules, distributing papers to the panel, collating recruitment papers and coordinating induction arrangements, while following the HR recruitment procedure at all times.
- To have day-to-day responsibility for the physical premises of the Career Service. Monitor and maintain the building's infrastructure needs through liaison with the Estates Division and ITCS in relation to maintenance, telephones, IT accounts, building works and surveys etc.
- To be responsible for coordinating administrative processes across the Careers Service with senior management team. Ensuring staff based in all Careers Service locations are fully aware of systems and procedures and any changes are communicated efficiently and effectively.
- To compile up-to-date and accurate information, including maintaining staff training with the Head of Central Careers Services, annual leave and development records and the preparation and submission of monthly

THE ROLE (CONTINUED)

returns on staff absence.

- To abide by the provisions of Data Protection legislation in the handling of staff data.
- To have day-to-day responsibility for Health and Safety – ensuring staff have attended necessary training, keeping up to date with changes in policy and bringing issues to the attention of the Associate Director of Graduate Success (Careers Service).and senior management team of the Student and Graduate Success Sub-Division as appropriate.
- To liaise with a wide range of staff within the University and external bodies
- To resolve issues and make suggestions for improvements relating to the efficient and effective operation of the Careers Team and its secretarial support function.
- To provide administration and secretarial support to careers meetings as required including collating and sending out agenda/ papers, updating Blackboard and writing up minutes.
- To attend other meetings, draft minutes and facilitate the dissemination of papers when required at a range of Meetings, Working Groups and Committees. This includes providing support for the Employability & Opportunities Senior Leadership Team meetings.
- To arrange hospitality & room bookings for visitors, meetings and events as appropriate and agreed.

RESOURCES AND FINANCE

- Coordinate communication and interactions with finance processes in collaboration with the career senior management team. To keep appropriate records as necessary.

- Source goods and complete requisition forms using the finance system for purchasing requests received from the Careers Team and the Associate Director of Graduate Success (Careers Service).
- To ensure adherence to University Financial Regulations in purchasing and expenditure activities undertaken by the department, e.g. the ordering of goods/services, travel, hospitality and the signing of expenses.

ANY OTHER DUTIES

Undertaking such other duties appropriate to the grade of the post as required from time-to-time by the Associate Director of Graduate Success (Careers Service).

THE PERSON

EDUCATION, EXPERIENCE AND ACHIEVEMENTS

- A good standard of education with passes at GCSE or equivalent at Grades A-C including Mathematics and English (E)
- Recent experience of working in a similar administrative role (E)
- Experience of overseeing office activities and developing processes and systems (E)
- Experience of maintaining strong working relationships internally and externally at different levels of seniority (E)
- Experience of prioritising workloads to meet deadlines (E)
- Experience of good client/customer relations in person and by telephone (E)
- Experience of providing PA and secretarial support (D)
- Experience of coordinating finance and budget processes successfully (D)

SKILLS AND KNOWLEDGE

- Excellent secretarial skills including minute taking and the ability to produce grammatically accurate e-mails, letters and memoranda (E)
- Excellent interpersonal, written and oral communication skills (E)
- Ability to communicate effectively with internal and external contacts both in person and by telephone (E)
- Proven organisational skills with the ability to prioritise workloads and meet deadlines (E)
- Demonstrable skills in MS Office packages including Excel and Word (E)
- Ability to work accurately with attention to detail (E)
- Familiarity with budget and finance concepts (E)
- Ability to extract accurate information from databases and online systems (D)

PERSONAL ATTRIBUTES

- Ability to maintain confidentiality and a high level of discretion (E)
- Ability to work both individually and as part of a team, and to work sensitively with different peoples' needs (E)

SPECIAL CIRCUMSTANCES

- Occasional out of hours work maybe required (E)

Essential Requirements (E) are those, without which, a candidate would not be able to do the job.

Desirable Requirements (D) are those which would be useful for the post holder to possess and will be considered when more than one applicant meets the essential requirements.

FURTHER INFORMATION

The post is available immediately on an indefinite part-time (0.8 FTE) basis.

Salary will be £23,581 to £25,433 per annum, pro rata, on Grade 4 on the single salary spine.

Place of Work - The University is supporting a hybrid-working pilot of at home and on campus 'hybrid' working for many roles. We encourage discussions about how your working arrangements can be agreed to best balance the needs of the role and your personal circumstances.

The flexibility of the hybrid-working model allows the possibility of some remote working, but it is the expectation that all appointments will be UK based, with any overseas working agreed in advance by exception only.

There will be varying requirements for different roles, further details will be discussed at interview.

This vacancy is not eligible for sponsorship. The successful candidate must hold or obtain permission to work in the UK, which would allow them to take up this post.

The post is superannuable under the Group Personal Pension and there is an annual holiday entitlement of 20 days, plus statutory (8 days) and customary (6 days) holidays, pro rata for part-time. The University is committed to creating an environment where the health, welfare and safety of all students and staff is of paramount importance. The University's Safeguarding Policy addresses both child protection and safeguarding children, young people and vulnerable adults within the work of the University. Appointment will be subject to satisfactory pre-employment checks, which may include an Occupational Health assessment.

Information on the benefits of working at UEA can be found at <https://www.uea.ac.uk/about/working-at-uea>.

If you require the information contained within this candidate brochure in a different format please email staff.recruitment@uea.ac.uk

HOW TO APPLY

To apply for this vacancy, please follow the online instructions at: <https://vacancies.uea.ac.uk>

The closing date for this role is 11:59pm on **Friday 11 October 2024**.

It is anticipated that interviews will take place on **Monday 28 October 2024** and we will inform you of the outcome of your application prior to this date.

Candidates should note that travel and incidental expenses incurred in attending an in-person interview will not be reimbursed.



ABOUT CAREERCENTRAL

CareerCentral works across UEA to inspire and enable our students and graduates to reach their potential. We are student-centred, evidence-led and employer-aligned. We are an important part of UEA's support that empowers success for our graduates. UEA genuinely values Graduate Success as a core part of our business and invests significantly in curricular, pedagogic and support initiatives for our students and graduates.

We provide impartial, inclusive, and impactful careers education, information, advice and guidance and accessible opportunities for all students to develop experience that empowers them to develop professional autonomy and control of their working lives. By collaborating across UEA and beyond, we are trusted and knowledgeable professionals, and champion wider inclusion and access regardless of an individual's situation.

We do this by:

- Providing informed, effective, and technology-enabled support when, where and how our students and graduates need it
- Delivering guidance and aiding exploration that supports students to approach their future with confidence and resilience
- Facilitating experiences that prepare our students and graduates for the changing world

- Collaborating across the team as well as with colleagues across UEA and with employer partners to create opportunities that facilitate graduate success

The team is comprised of several core elements:

- Faculty-aligned Careers and Placement staff that work closely with Schools at UEA to embed and deliver contextualised careers and employability support. We have a specialist team that supports PhD students and Early Careers Researchers.
- Central specialist Careers staff that support all students and recent graduates in targeted ways. We have specialist staff that focus on students at additional disadvantage including those with disabilities and mental health conditions.
- Teams that facilitate student opportunities such as business engagement, online job boards, student volunteering, career mentoring, and internship and international experience programmes. We have an active UEA Award to encourage students to undertake new activities and foster reflection.
- Professional teams that enable these activities including a professional Marketing & Events team, a knowledgeable Data & Systems team and an active Senior Leadership team.



OUR VALUES

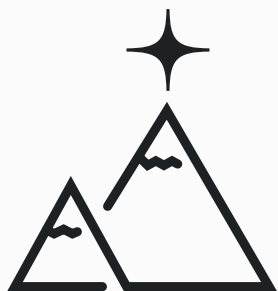
Shaped by staff, our UEA values represent a core set of standards for how we behave as an employer, drive excellence in teaching, learning and research, and collaborate as an anchor institution in our local community.

From tackling global challenges, striving for student and staff success, and creating a vibrant inclusive environment, our values are what unite us.

- ✦ AMBITION
- ✦ COLLABORATION
- ✦ EMPOWERMENT
- ✦ RESPECT



OUR VALUES (CONTINUED)



AMBITION

We are ambitious for our future success.

We are forward-thinking and brave in our approach and decisions. We make space for innovation and creativity, seizing opportunities that are responsible and sustainable. We are ambitious for the advancement of education and research.



COLLABORATION

We are collaborative in our approach.

We work together with shared purpose. We build connections, share ideas and develop new networks. We champion our regional, national and global relationships and demonstrate that together we can achieve greater goals and positively influence the world around us.



EMPOWERMENT

We empower ourselves and each other.

We develop ourselves and others, trusting people to make decisions based on their expertise and knowledge. We continually improve systems and processes to support us in working in an agile and efficient way.



RESPECT

We respect each other.

We treat everyone with respect and dignity. We value diversity and foster a community where people can express different thoughts and views. We are open to challenge, so we can learn and improve. We encourage a positive, inclusive environment where everyone has opportunities to fulfil their potential.

ACCOLADES

- Queen's Anniversary Prizes for Higher and Further Education have been awarded to UEA for international development studies (2009), creative writing (2011) and environmental sciences (2017). Notable alumni include Sir Paul Nurse (1973, Nobel Prize for Medicine 2001), Kazuo Ishiguro (1980, Nobel Prize for Literature 2017), Michael Houghton (1972, Nobel Prize for Medicine 2020) and Sarah Gilbert (1983) who led the Oxford University team to develop a COVID-19 vaccine, approved in 2020.
- Our Doctoral College, established in 2018, hosts six Doctoral Training Partnerships and integrates Faculty and School provision for 1600 Postgraduate Research Students (including those from across the Norwich Research Park), enabling collaboration and innovation.
- We recognise our global impact and were one of the first universities to declare a climate and biodiversity emergency in June 2019. Our sustainable campus, including over 50 acres of environmentally valuable parkland, is constantly evolving with ambitions to be 100% net zero by 2045 or sooner.
- UEA is a University of Sanctuary, an accreditation given to universities that show an ongoing commitment to creating a welcoming culture of inclusivity and awareness.
- UEA was awarded the Silver Athena SWAN Award in 2019, and all our Schools hold awards at Bronze or Silver.

A vibrant place to study, learn and work, UEA is a very special place.



A SUSTAINABLE UNIVERSITY

At UEA, we are now working to create a university that will be even better in the future, and we are working to achieve net zero carbon by 2045 (or earlier). Our Sustainable Ways vision is one of a resilient university – where consumption is efficient and self-generated energy supports low carbon goals, supported by a vibrant community of world-leading researchers and inspired graduates.

At a basic level, our sustainable development means that we try to balance the ‘three pillars’ of environmental, economic and social elements.

We challenge our environmental impact through on-site energy generation and a district heating and cooling network, reducing our reliance on grid electricity and therefore fossil fuels. We promote and use recycled and ‘eco’ products such as biological cleaning materials. We champion local suppliers and ethical causes, including Fairtrade and vegan products. We seek to ensure value for money in a holistic, whole-life costing sense in our new buildings and procurement contracts.

OUR INITIATIVES

Central campaigns, such as holiday shut-downs or awareness day events, support a whole-University approach to energy saving and other initiatives.

Follow us on Twitter [@SustainableUEA](https://twitter.com/SustainableUEA)



OUR CAMPUS

UEA is based on a campus that provides top quality academic, social and cultural facilities to over 17,000 students.

Although located in 320 acres of rolling parkland, virtually no part of the campus is more than a few minutes' walk from anywhere else, so everything is close at hand – the library, nursery, health centre, supermarket (incorporating a post office), banking facilities and restaurants. Amongst the striking buildings is the UEA's Sainsbury Centre for Visual Arts, which contains the Robert and Lisa Sainsbury Collection – one of the greatest art collections formed in Europe during the 20th Century.

The University has invested in new learning and teaching and research spaces, including a celebrated new Enterprise Centre that underpins its commitment to promoting student enterprise and entrepreneurship.

Sport and Recreation plays a major part in the life of the University of East Anglia, centred around the major Sportspark facility which is one of the most successful community sport facilities in the UK. This accessible and affordable facility provides a diverse range of activities, and incorporates a 50m Olympic size swimming pool, indoor climbing wall, coaching resource centre and sports injury clinic.



NORWICH

A CITY OF STORIES

The city's motto is 'A fine city' and its strong cultural heritage has seen Norwich maintain the best of its historical character whilst developing to become one of the most vibrant and attractive cities in Europe. Norwich offers miles of riverside walks and cycle ways, and a unique collection of 1930's parks. The city is surrounded by beautiful countryside and within easy reach of the stunning Norfolk coast.

Norwich is a UNESCO World city of Literature, the first in the UK, as well as being one of the newly named Tech Cities recognising the growth of digital businesses in the region. The most prominent high-rise building, apart from the castle, is the magnificent 11th century cathedral, which still dominates the skyline. The city's medieval centre of cobbled streets remains largely intact, but there is still space for modern buildings such as the city's centrepiece, the Forum, which is a striking piece of contemporary architecture. The glass front overlooks the colourful open-air market (one of the largest in the country) and reflects the city in all its diversity.

The city is consistently rated as one of the top ten shopping venues in the UK. Norfolk and Suffolk attract thousands of visitors each summer. The famous Norfolk Broads are among the most important wetlands in Europe and a haven for rare plants, wildlife and insects. The Broads attract holidaymakers who come to navigate the intricate natural network of waterways formed by the Rivers Bure, Yare and Waveney and their tributaries.

For further information about UEA's excellent facilities, staff benefits, picturesque campus and the UEA working environment, please visit the 'Careers at UEA' microsite <https://www.uea.ac.uk/about/working-at-uea>. Additional information about living and working in the city of Norwich can be found at <https://www.workinnorwich.co.uk/>



If there is another city in the United Kingdom with a school of painters named after it, a matchless modern art gallery, a university with a reputation for literary excellence which can boast Booker Prize-winning alumni, one of the grandest Romanesque cathedrals in the world, an extraordinary new state-of-the-art public library then I have yet to hear of it. Norwich is a fine city. None finer.

STEPHEN FRY



LOCATION

Some cities you've heard of, others you have to discover. Norwich is one of the most beautiful, modern historic cities in Britain. It's a city that celebrates the independent, stimulates creativity, promotes change and encourages diversity.

UEA is a campus university located 3 miles from the centre of Norwich. Situated in the heart of Norfolk, which means it's an ideal location to explore Norwich and beyond.

BY RAIL

LONDON • 2 HOURS

CAMBRIDGE • 1 HR 15 MINS

BIRMINGHAM • 4 HOURS

Many European cities (including Paris and Amsterdam) easily accessible by train

BY ROAD

KINGS LYNN • 1 HOUR

CROMER • 45 MINUTES

SOUTHWOLD • 1 HOUR

BY AIR

NORWICH AIRPORT • 20 MINUTES

STANSTED AIRPORT • 2 HOURS

London is a major airline hub and all main international destinations are easily accessible



An internationally renowned university, UEA is ranked in the UK Top 30 (The Times/Sunday Times 2024, Guardian University Guide 2023 and Complete University Guide 2023) and the World Top 50 (Times Higher Education Impact Rankings 2023), where it ranks in the World Top 100 for research citations (Times Higher Education World University Rankings 2023), reflecting the international excellence of its research environment. The University holds UK Teaching Excellence Framework Silver status.

Equality, Diversity, Inclusion and Wellbeing

The University is committed to diversifying its workforce and to the wellbeing of all our staff. For example, we already hold an Athena Swan Silver Institutional Award in recognition of our advancement towards gender equality. Further details on our broader Equality, Diversity, Inclusion and Wellbeing work can be found on our [website](#).

