

# TRANSPORT ADMINISTRATOR

Estates and Facilities Directorate

SC4835

**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. Many UEA scientists, including Professors Corinne Le Quere, Rachel Warren, Robert Nicholls and Timothy Osborn, have played significant roles in the Intergovernmental Panel for Climate Change (IPCC), which was jointly awarded the 2007 Nobel Peace Prize for its 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 Charlotte Melling, Transport and Events Manager, via email at [c.melling@uea.ac.uk](mailto:c.melling@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

As part of the Travel and Transport team in the Estates & Facilities Directorate, you will deliver professional and efficient administrative support. The role focuses on managing parking permit procedures, advising staff, students, and visitors on travel options, and handling financial processes.

You will also be responsible for answering queries either in person or online, liaising with public transport providers, and providing active support across all university car parks, including maintaining signage and parking meters.

You will assist the Transport Manager in implementing the UEA Transport Plan and support general admin tasks, including diary and records management when required.

This is a customer-facing role based on campus five days a week, year-round.

## KEY RESPONSIBILITIES

- Deliver excellent customer service as the first point of contact for the University's Transport teams.
- Manage all aspects of the UEA Car Parking Scheme and Vehicle Regulations.
- Issue parking permits to staff, students, and visitors, offering advice and resolving related queries.
- Handle financial transactions related to parking policies using the University's finance system.
- Support enforcement of Vehicle Regulations, including issuing warning letters, suspending parking rights, and maintaining records.
- Prepare documentation and collate information for the UEA Independent Parking Appeals Panel.
- Monitor vehicle access control systems and report any faults.
- Administer elements and initiatives of the UEA Travel Plan, such as car sharing, cycle storage, and EV charging.
- Respond to enquiries from students, staff, and external callers via phone, email, and Microsoft Teams.
- Provide general administrative support, developing or following procedures to keep both teams running efficiently.
- Support the Lost and Found process ensuring items are recorded and securely storage or appropriate disposal.
- Process financial transactions for services provided by the Security and Transport teams, liaising with central finance as needed.
- Handle highly confidential documents, including reports from the Incident Reporting system, ensuring sensitive data protocols are followed.
- Promote the UEA Transport Plan by offering advice, encouraging sustainable travel, and supporting behavioural change.
- Carry out general admin duties including document updates, website maintenance, filing, ordering goods, and processing invoices.
- Build and maintain positive working relationships across the University, contributing to a strong service reputation.
- Perform other duties appropriate to the role, as requested by the Transport Manager

## THE ROLE (CONTINUED)

### KEY RESPONSIBILITIES CONTINUED

#### GENERAL

- Be flexible in carrying out additional or alternative duties appropriate to the role's grade.
- Contribute to the ongoing development and delivery of services within the Estates & Facilities Directorate.
- Actively support and promote the University's Values in all work activities.
- Comply with all relevant University regulations and policies.
- Always maintain strict confidentiality in matters relating to the work of the Transport teams.

# THE PERSON

## EDUCATION, EXPERIENCE AND ACHIEVEMENTS

- Minimum of five passes at GCSE or equivalent at Grades A-C including Mathematics and English, or equivalent experience in a similar role (E)
- Recent experience in a comparable customer-facing administrative role, dealing with customers face-to-face, by telephone and via email (E)
- Experience of working in a busy office with responsibility for a broad range of tasks and duties, managing conflicting priorities and meeting deadlines (E)
- Experience of handling confidential information (E)
- Experience of working within standard operating procedures and standardised administrative procedures, making suggestions for improvements and developing new procedures (E)
- Experience of financial processes and corporate systems (training will be provided) (D)
- Experience of generating reports from corporate software systems (training will be provided) (D)
- Excellent interpersonal skills with the ability to communicate in a professional manner (E)

- Previous experience of updating websites (training will be provided) and maintaining social media accounts (D)
- Experience of financial processes and generating reports (D)

## SKILLS AND KNOWLEDGE

- Strong organisational and prioritisation skills with the ability to plan and manage own workload in a high paced environment and experience of working to deadlines (E)
- Strong administrative skills, including a good attention to detail (E)
- Strong IT skills with experience of the full range of MS Office including Word, Excel, Outlook, Teams and PowerPoint (E)
- Ability to handle sensitive (and on occasion confrontational) situations in a professional manner where being polite but firm is necessary (E)

## PERSONAL ATTRIBUTES

- Flexible approach with a willingness to assist in other areas (E)
- Proactive and self-motivated, with a willingness to take ownership of tasks without close supervision (E)

- Commitment to continuous service improvement (E)
- Demonstrate the UEA Values & behaviours and work with colleagues to embed them within the team (E)

## SPECIAL CIRCUMSTANCES

- On occasion and with prior notice, some working outside normal working hours, including weekends, may be required (E)
- Annual leave may be restricted at busy periods, including September for the start of the academic year (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 full-time basis.

Salary will be £24,344 to £25,733 per annum on Grade 4 on the single salary spine.

**Place of Work** - The University is strongly committed to providing an excellent student experience and research environment, and it is expected that all staff will be available on campus to carry out their duties during their working week in support of these goals.

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](mailto: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 **19 June 2025**.

It is anticipated that interviews will take place on **27 June 2025** 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 THE DIRECTORATE

The Estates and Facilities Directorate is responsible for the buildings and grounds that make up our campus and ensures the smooth running of the facilities that underpin teaching, learning and research activities. We strive to maintain a sustainable, safe and well-maintained campus for all our staff, students, researchers and visitors.

Our teams provide a 365 days of the year, 24 hour service to our campus community. We maintain the fabric of existing buildings (both residential and academic), manage 360 acres of grounds with rich biodiversity, deliver projects for the refurbishment of existing buildings and construction of new buildings, and provide services including car parking and waste collection. We are also responsible for the continual development of the campus, ensuring that the built estate meets UEA's business needs.

There isn't an aspect of university life that we do not support and UEA relies upon the Directorate to enable everything that it does.

The Directorate is made up of several interconnected teams: Building Management Systems, Cleaning, Customer Liaison, Engineering, Grounds, Maintenance, Post & Portering, Projects, Security, Space Management, Sustainability and Transport. As well as working together, we work closely with other areas of UEA.

As a Directorate we work towards continuous improvement, in the services we deliver and in the opportunities we provide to the members of our team for professional and personal development. All our jobs are customer facing to some degree.







# OUR VALUES

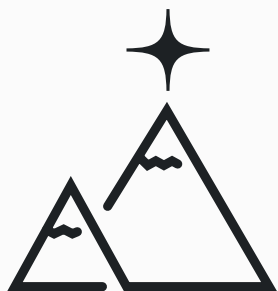
Shaped by staff, our UEA values represent a core set of standards for how we behave as an employer, drive excellence in teaching, learning and research, and collaborate as an anchor institution in our local community.

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



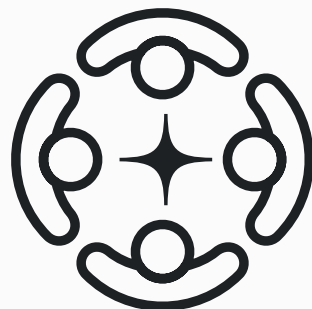
## OUR VALUES (CONTINUED)



### 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 25 (Complete University Guide 2025), UK Top 30 (The Mail 2025) and the World Top 100 (Times Higher Education Impact Rankings 2024), where it ranks in the UK Top 20 for research quality (Times Higher Education Rankings for the Research Excellence Framework 2021) and World Top 20 for Health and Wellbeing (QS World University Rankings for Sustainability 2024), 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](#).

