



UNIVERSITY OF LEEDS

CANDIDATE BRIEF

Administration and Project Support Officer, Institute for Transport Studies, Faculty of Environment



Salary: Grade 5 (£26,444 – £30,487 p.a. pro rata depending on experience)

Reporting to: Tina Shield, Project Officer

Reference: ENVTR1203

Location: University of Leeds (with scope for hybrid working)

We are open to discussing flexible working arrangements

Overview of the Role

The Energy Demand Research Centre (EDRC) is an exciting multi-disciplinary and multi-institution research collaboration with a total investment from UKRI of around £15m. EDRC has a mission to accelerate the delivery of the UK's net zero commitments by unlocking the potential of solutions to reduce energy demand as part of a transition to a fairer and healthier society. This post is to provide support to two of the five research themes which are being led from the Institute for Transport Studies. The Place theme (led by Prof. Greg Marsden) explores how a more locally sensitive set of solutions could deliver more rapid and relevant change. The Governance theme (led by Prof. Kate Pangbourne) explores how to change decision-making processes to accelerate delivery.

The Institute for Transport Studies is seeking to employ an Administration and Project Support Officer to join the EDRC team at Leeds and to co-ordinate with the main management teams at the University of Sussex and University of Birmingham from where the wider centre is led. The role holder will work in collaboration with a 20% FTE Project Officer who has established the Centre's administrative approach during the first year and to whom the role holder will report on a regular basis. As a core member of the team, you will have a varied role in supporting the effective operations and activities of the EDRC activities being led by the Place and Governance themes. You will support the organisation and delivery of a wide range of online, hybrid, and in-person meetings and events, supporting research delivery, reporting and promoting research outputs as well as linking our contributions to the wider Centre team.

EDRC works through partnership and collaboration with many organisations, and has staff and Directors hosted at several different universities. Occasional travel to other EDRC locations and meeting venues in the UK may be required, including occasional overnight stays. On campus working will be required at least one day a week and around meetings and events.

Main duties and responsibilities

- Organising and administering a range of internal and external meetings and events, including confirming dates and attendee availability; processing registrations and payments; booking space, catering, travel and accommodation; producing delegate lists, delegate packs and name badges;



logistical and administrative support including set-up, note taking, and post-event follow up including feedback and sharing meeting notes and actions;

- Undertaking a range of duties, providing operational support for the effective management of such as ordering office supplies and other services, servicing meetings and meeting space, tidying kitchen / communal areas, ensuring hospitality provision etc.;
- Acting as the first point of contact for enquiries (telephone, email, post, in person), managing assigned email inboxes, responding professionally and using judgment and discretion in resolving, holding, referring, or forwarding as appropriate;
- Contributing to the efficiency and effectiveness of administrative systems and operational processes, taking responsibility for identifying areas for improvement and ensuring that systems and procedures are well documented, updated, and appropriately shared;
- Developing and maintaining excellent working relationships with a wide variety of contacts including EDRC staff and other stakeholders;
- Providing temporary cover and support for other members of the team as and when required;
- Providing administrative and operational support for Leeds based EDRC projects and initiatives including proactively organising, promoting, and supporting a range of events such as meetings, seminars, forums, workshops, and summer schools;
- Providing full administrative and organisational support for weekly internal meetings and monthly theme meetings; distributing agendas, papers and joining instructions; recording meeting notes, actions and agreements; and liaising with action owners to track the progress of actions;
- Creating, populating and maintaining document management systems and microsites to support projects, events, courses, meetings and committees;
- Supporting the collection and collation of data and information required for internal and external reporting and compliance;
- Attending the wider EDRC Ops team meetings and reporting back.

These duties provide a framework for the role and should not be regarded as a definitive list. Other reasonable duties may be required consistent with the grade of the post.



Qualifications and skills

Essential

- Experience of working in, and supporting the effective day-to-day operations of, a busy department, office, hotel, meeting venue, or similar, demonstrating experience in organising and delivering a range of in-person, virtual, and hybrid meetings, events including planning, administration, venue booking, set-up, registration, and follow-up feedback;
- Excellent IT skills, including experience in the use of Microsoft Office 365 software including Word, Excel, and PowerPoint (or equivalent), working with databases and mailing lists, and experience of using video conference systems in a work environment and/or meetings and events context;
- Effective time management and organisational skills, with the ability to prioritise, manage and meet tight or conflicting deadlines, work effectively under pressure, and balance the needs of a range of different stakeholders;
- Excellent interpersonal and communication skills with the ability to convey complex information in a clear and concise manner, to a high degree of accuracy, and with excellent attention to detail;
- Excellent customer service and problem-solving skills with the ability to work as part of a team and on own initiative, offering a creative, flexible and positive approach to addressing challenging situations or circumstances and contributing positively to overall team objectives;
- An interest and commitment to making a positive change on environmental issues.

Desirable

- Experience of working in a Scientific Research Centre or similar environment;
- Experience in website administration, and content management systems;
- Willingness to work flexibly at times, which will include traveling to attend and support meetings and events nationally, requiring some extended days, with occasional evening and weekend working, sometimes involving overnight stays. This will be discussed and agreed in advance.



Additional information

Please note: If you are not a British or Irish citizen, from 1 January 2021 you will require permission to work in the UK. This will normally be in the form of a visa but, if you are an EEA/Swiss citizen and resident in the UK before 31 December 2020, this may be your passport or status under the EU Settlement Scheme.

Find out more about the [Institute for Transport Studies](#).

Find out more about the [Faculty of Environment](#).

Find out more about our [Research and associated facilities](#).

Find out more about [Equality in the Faculty](#).

Our University

As an international research-intensive university, we welcome students and staff from all walks of life and from across the world. We foster an inclusive environment where all can flourish and prosper, and we are proud of our strong commitment to student education. Within the Faculty of Environment we are dedicated to diversifying our community and we welcome the unique contributions that individuals can bring, and particularly encourage applications from, but not limited to Black, Asian, people who belong to a minority ethnic community; people who identify as LGBT+; and disabled people. Candidates will always be selected based on merit and ability.

The Faculty of Environment has received a prestigious Athena SWAN silver award from [Advance HE](#), the national body that promotes equality in the higher education sector. This award represents the combined efforts of all schools in the Faculty and shows the positive actions we have taken to ensure that our policies, processes and ethos all promote an equal and inclusive environment for work and study.

Working at Leeds

We are a campus based community and regular interaction with campus is an expectation of all roles in line with academic and service needs and the requirements of the role. We are also open to discussing flexible working arrangements. To find out more about the benefits of working at the University and what it is like to live and work in the Leeds area visit our [Working at Leeds](#) information page.



Candidates with disabilities

Information for candidates with disabilities, impairments or health conditions, including requesting alternative formats, can be found on our [Accessibility](#) information page or by getting in touch with us at disclosure@leeds.ac.uk.

Criminal Record Information

Rehabilitation of Offenders Act 1974

A criminal record check is not required for this position. However, all applicants will be required to declare if they have any 'unspent' criminal offences, including those pending.

Any offer of appointment will be in accordance with our Criminal Records policy. You can find out more about required checks and declarations in our [Criminal Records](#) information page.

Visa Information

Please note that due to Home Office visa requirements, this role is not suitable for first-time Skilled Worker visa applicants. Information on other visa options is available at: <https://www.gov.uk/browse/visas-immigration/work-visas>

