

# Particulars of Appointment

## Office Assistant

(Part-time, Fixed-term appointment)



### The University

Harper Adams University is the premier UK Higher Education (HE) institution focused on the land-based and food supply-chain sectors, and has an increasingly important national role in teaching a wide range of rural subjects. Situated in rural and scenic Shropshire the University, and its surrounding area, provide an excellent working and living environment for staff and students alike, yet the University campus is only one hour from the UK's second city of Birmingham. Over 2,500 HE students attend the University, primarily on sandwich courses which include a year-long industrial placement.

The University was founded by Thomas Harper Adams in 1901 on the original farmland of the Harper Adams Estate. The University estate includes amenity areas, woodland, and a commercial farm of 205 hectares; with rented land the total area farmed is approximately 508 hectares, spread over several locations with cereals, potatoes, forage maize and grassland carrying a dairy herd, sheep, beef, pig and poultry units.

The Privy Council awarded taught degree awarding powers to Harper Adams in 1996 and research degree awarding powers in July 2006.

The University offers a wide range of courses including Foundation and Honours degrees, in addition to shorter awards designed to meet the continuing professional development needs of those already in the workplace. The subjects are extremely wide ranging and cover Agriculture, Animal Welfare and Managements, Business, Countryside, Engineering, Food, Leisure and Tourism and Land & Property Management. The University has also focused on developing its postgraduate education and research and there is a growing number of postgraduate students at both diploma and masters level.

Harper Adams has built up an international reputation for the quality of its courses and has achieved the highest possible ratings in recent Quality Assurance Agency reviews. There is active encouragement of research in preparation for the Research Excellence Framework (RAE) and the University was pleased to receive confirmation in RAE 2008 that a number of areas of research were rated as being of international importance. Our extensive programme of research and education for rural professionals supports a high profile of business and community reach-out work, short course delivery for businesses and technology transfer activities supported by strong industry links and partnerships with companies such as JCB, Marks & Spencer and HSBC Bank.

Harper Adams has been listed as the UK's Best University College in the Sunday Times University Guides for the last six years. In the 2013 guide (published September 2012), Harper was placed 3<sup>rd</sup> for teaching excellence (behind only the Open University and Cambridge University), equal 5<sup>th</sup> for student satisfaction, and 1<sup>st</sup> for graduate employment.

The Quality Assurance Agency's most recent institutional audit (March 2010) concluded with a confidence judgment and identified features of good practice, including the ways in which employers support the design and delivery of our curricula, the approach to quality enhancement, including the work of the *Aspire* Centre for Excellence in Teaching and Learning programme and the quality management arrangements that have been put in place to support the development and implementation of employer-focused programmes.

In recognition of its excellent teaching, Harper Adams University was named a Centre for Excellence in Teaching and Learning (CETL) being one of only 54 HE institutions across England to receive such an award. Through the £1.9 million funding available from the award the University provided a centre on the campus where innovative approaches to teaching and student support have been developed. The *Aspire* CETL is also providing a focus to develop

part-time work based learning, placement learning, learner support arrangements, professional skills and e-learning.

Harper Adams has extensive, well-equipped teaching facilities. These include lecture theatres, tutorial rooms, a recently constructed library with environmental management features, a variety of IT suites including an engineering design centre, extensive laboratory facilities, a field laboratory and a livestock project centre, a glasshouse complex, an agricultural engineering unit with a large covered soil working area and a number of sustainable technology installations.

The University was accredited as an Investor in People in April 2003 and re-accredited in 2006, 2008 and 2011. It provides a range of training and professional development opportunities via its staff development programme.

### **Other facilities at the University**

The University's Students' Union operates a small gym and squash courts that staff may use on the payment of a nominal fee. The University operates tennis courts, an open-air swimming pool and bowling green that are available for staff use during the summer period. University catering outlets provide access to lunch facilities on campus.

Students and staff are able to take part in a number of social activities in support of the local community, including Pantomimes, Reviews and other charitable activities.

For further details about the University, please visit our website:

<http://www.harper-adams.ac.uk>

### **The Short Course and Conference Department**

We offer a well-established conference facility in a delightful rural setting. Whether guests are looking for a conference for 300 or a meeting room for 10, Harper Adams can satisfy most needs. Our accommodation consists of 380 single en-suite rooms, 150 standard rooms available during student holidays and 5 guest rooms that are available all year round. Harper Adams University is an established conference venue offering the ideal setting for a productive and peaceful stay.

Reporting to the Business Services Support Manager the main responsibilities and duties of the role will include:

#### **Responsible for:**

- Daily administration support

#### **Main Duties:**

- Front of house role, meeting / greeting
- Dealing with telephone enquiries and advising clients accordingly
- Processing of enquiries and bookings
- Arranging support service requirements for client groups
- Setting up rooms and directional labels
- Internal function room bookings
- To support remainder of the team at periods of peak work loads

#### **Other Responsibilities:**

- To attend to the welfare of guests on site

- Such other duties as may reasonably be requested by the Business Support Services Manager

### **Qualifications and Experience:**

Candidates should have achieved a good standard or general education and be able to offer:

- Excellent customer service skills with the ability to easily build rapport with people at all levels.
- Organisational skills and the ability to multi task.
- Computer literacy with experience of using Microsoft Office suite applications.
- Experience of hotel booking software packages would be an advantage.
- A team player with flexible and pro-active approach to work.
- Previous experience of working in the service/hospitality industry would be an advantage

### **Conditions of Service**

The national recommendations which have arisen from the negotiations between UCEA and the unions recognised at national level, the Joint Negotiating Committee for Higher Education Staff (JNCHES), directly affect the terms and conditions insofar as they have been adopted by the Board of Governors.

This is a fixed-term; part-time position, so all terms and conditions are pro-rata

<b>Salary</b>	The commencing salary will be within the range £15,303 - £17,503 per annum (£4896 - £5600 pro-rata). The point of entry will be dependent upon relevant qualifications and experience. Salaries are paid monthly, in arrears, by credit transfer.
<b>Contract Term</b>	This is a fixed-term appointment to of up to 22 months in the first instance. The employment may be terminated during the course of the contract by either party giving on months' notice.
<b>Hours of Work</b>	The routine working week is predominately 12 hours over Monday to Thursday, inclusive, working hours will be 4–7 p.m. However flexibility will be required to cover holidays and sickness, this may incur working some full-time hours. There may be an occasional requirement for overtime working and time off in lieu will be allowed for hours worked in excess of 37 per week.
<b>Holidays</b>	The annual holiday entitlement is 20 working days, plus Bank Holidays and 3 University closure days (pro-rata). The holiday year runs from 1 April to 31 March and in the holiday year in which the employment commences or terminates the holiday entitlement will accrue on a pro-rata basis for each complete week of service. The timing of holidays is subject to the agreement of the Line Manager.
<b>Sick Leave</b>	During periods of certified sickness the post-holder will be eligible to receive sick pay in accordance with the University Sick Pay Policy. The payment of sick pay is subject to compliance with the University rules for the notification and verification of sickness absence, details of which will be provided to the successful applicant upon commencement of employment.
<b>Pension</b>	The post-holder will be entitled to join the Local Government Pension Scheme (LGPS), subject to its terms and conditions from time to time in force. The LGPS is a final salary scheme and is

contracted out of the State Earnings Related Pension Scheme (SERPS). Full details of the Scheme will be provided to the successful applicant upon commencement of employment.

**Probationary Period**

The first six months of employment will be a probationary period during which suitability to the post will be assessed. The probationary period may be extended at the discretion of the University.

**Criminal Convictions**

The post involves substantial opportunity for access to children and young persons under the age of 18. For this reason the University is entitled to take into account any criminal convictions, cautions or impending case(s) that it considers to be relevant to the post.

The post is exempt from the provisions of the Rehabilitation of Offenders Act 1974. This means that applicants are not entitled to withhold information about convictions which for other purposes would be considered "spent" under the provisions of the Act.

Applicants must therefore complete the part of the application form declaring any criminal convictions and cautions from any court or police authority. The successful applicant will have to undergo a Criminal Records Bureau check before an appointment can be made.

**Exclusivity of Service**

You are required to devote your full-time attention and abilities to your duties during working hours and to act in the best interests of the University at all times. Accordingly, you must not, without written consent of the University, undertake employment or engagement including external consultancy, which might interfere with the performance of your duties or conflict with the interests of the University.

It follows that, regardless of whether you are employed on a full-time or part-time contract, you are required to notify your line manager of any employment or engagement which you intend to undertake whilst in the employment of the University (including any such employment or engagement which commenced before your employment under this contract). Your line manager will then notify you within 10 working days whether such employment or engagement is prohibited.

## References

Candidates should ensure that they provide full details of the name and postal address of their referees. Please include e-mail addresses and telephone numbers wherever possible.

Referees should include your present, or most recent, employer. References will normally be taken up immediately in respect of candidates shortlisted for interview. **If you do not wish any reference to be taken up at this stage, please enter an 'X' in the relevant box provided on the application form.**

## Application Procedure

All applications should be completed and submitted using the Harper Adams e-Recruitment programme at <http://jobs.harper-adams.ac.uk>

to arrive no later than **Thursday 28 February 2013**