

Marketing Support Officer – External Relations – Marketing - Grade F

Job Description

Purpose

To provide a comprehensive and professional programme, project and administrative support service to the Marketing and Development Management Team as well as administrative support of the University name change programme of work, and associated strategic initiatives and activities managed by team members.

Duties

1. To coordinate programme and project management activities, assisting in the development of SharePoint, presentations, PIDs, closure reports, process flow diagrams and Gantt charts using MS PowerPoint, Word, Visio and Project as appropriate.
2. To manage individual project work streams within projects undertaken by Marketing as required, acting as an ambassador for any improvements made within the portfolio and reporting progress into the relevant Project Boards and Workstreams.
3. To support the managers and project leads in the coordination of current projects and contributing to the management of workstreams, meetings and planning activity as required.
4. To support a comprehensive, effective and clearly understood programme, project and service governance, including a web-based electronic filing and records system.
5. To collect, collate, analysis and present data to identify issues, measure benefits and impact, identify trends and opportunities and support the development of evidence-based project justification.
6. To assist in the day-to-day management of Service and Project budgets liaising with the Financial Services BPU as required and using Business World to raise invoices and process payments. Also, to produce financial reports and to make travel arrangements and other purchases using the corporate card, processing these transactions using Business World in line with the University's Financial Regulations.
7. To support the Marketing Management Team in all day-to-day business activities, including diary management, meeting arrangements, preparation of agendas, minute taking, distribution of actions, monitoring and management of email, distribution of correspondence and receiving visitors.
8. To undertake effective communication and liaison on behalf of the Director of Marketing and wider team, to stakeholders both internal and external to the University.

9. To undertake office administration e.g. support for local People Team and staff resourcing processes including the use of the Matrix system.

Person Specification

Knowledge, Skills, and Behaviours (Essential)

- Experience of working in a programme/project/change environment (Application/Interview).
- Experience of coordinating programme/project activity coupled with extensive recent experience working in a busy and demanding office environment (Application/Interview).
- Ability to research, organise, analyse and present information / data both verbally and in the form of reports (Application/Interview).
- Experience of providing effective administrative support to a team with the ability to prioritise and balance conflicting demands (Application/Interview).
- Experience of managing multiple projects and supporting diary and calendar management across internal and external stakeholders (Application/Interview).
- Proven ability to work consistently under pressure, prioritise varied workloads and meet deadlines (Application/Interview).
- Ability to work unsupervised and to exercise judgement and initiative (Application/Interview).
- A Levels plus 5 GCSEs at grade C or higher including English and Maths or equivalent or significant professional experience (Application).
- An understanding of and demonstrable commitment to the University's Values of Achieving Together, Being Proud, Creating Opportunity and Supporting All, as a framework for decisions, actions and behaviours (Application/Interview).

Knowledge, Skills, and Behaviours (Desirable)

- Previous experience of working in the Higher Education Sector (Application/Interview).
- Use of Business World financial database (Application/Interview).
- Programme or project management qualification (Application).