Digital Administrative Assistant (Maternity Cover)
Role Profile

SUSU

Southampton University Students' Union

SUSU is **here to enrich the life of every student.**
Your role in contributing towards achievement of this vision is described below.

Main Purpose of Role:

1) To support the effective delivery of the digital experience through completion of day-to-day administrative actions, processes and documents
2) To support the effective delivery of our internal and external digital and marketing requirements, through relevant administrative actions and processes
3) To provide administrative support to the Business Enterprise Team

Responsible to: Head of Digital and Marketing
Responsible for: N/A
Grade: 2

Main Duties of the Role

To support the effective delivery of the digital experience through completion of day-to-day administrative actions, processes and documents

- Provide day-to-day administrative support to the Digital and Marketing team to ensure the effective delivery of the digital experience.
- Act as a first point of contact for staff queries (in person and via email), responding where appropriate and escalating or allocating actions as required.
- Manage central inboxes, ensuring queries are triaged, distributed and followed up in a timely manner.
- Support the production of correspondence, guidance and documentation for internal and external stakeholders.
- Maintain and update digital systems, records, documents and forms, ensuring accuracy, accessibility and appropriate filing, predominantly via SharePoint.
- Assist with invoice processing and financial administration in a timely manner, escalating issues where necessary.
- Support administrative arrangements for digital, marketing and events activity, including room bookings, supplier liaison, materials preparation and communications.
- Undertake any other reasonable duties as required to support the team and organisation.

To support the effective delivery of our internal and external digital and marketing requirements, through relevant administrative actions and processes

- Provide administrative oversight of digital and web development activity through the organisation's task management platform.
- Review incoming digital and web-related briefs, ensuring requests are clearly scoped and seeking clarification where required.
- Create, log, prioritise and track tickets/jobs, ensuring progress is monitored against agreed deadlines.
- Act as a liaison between stakeholders and the web development team, coordinating communication, feedback and approvals.
- Develop a working knowledge of the organisation's bespoke back-office system (SUBOS) to support effective triage and identify when escalation is required.
- Monitor digital systems and content to ensure information remains accurate, accessible and up to date.
- Maintain and update Digital and Marketing SharePoint content, including guidance and resources for staff.
- Support marketing activity through administrative tasks, reporting and insight gathering.

To provide administrative support to the Business Enterprise Team

- Carry out administrative tasks for the Business Enterprise Team in line with existing processes.
- Monitor relevant inboxes and highlight urgent or high-priority communications to management.
- Complete financial and administrative documentation and check systems for accuracy.
- Support external customers to complete required documentation, including contracts.
- Chase missing documentation and ensure records are complete, accurate and up to date.
- Identify opportunities to streamline administrative processes and implement improvements where approved by management.

Contribute to the overall effectiveness of SUSU by

- Participating in and driving personal learning and development.
- Implementing the annual departmental Operational Plans.
- Supporting the implementation of SUSU's strategy, promoting our aims and values through the goals of the department Operations Plan.
- Developing and maintaining relationships with key internal and external stakeholders.
- Attending all meetings and training events, as required.
- Ensuring that statutory and legal obligations are met.
- Promoting SUSU's various policies within your work, in particular Health & Safety, Equality & Diversity and Ethical & Environmental

- Contributing to the positive image of SUSU with students, University and the local community working with the team to ensure a full service is provided at all times, providing cover as necessary.
- Ensuring personal knowledge and skills are updated to ensure effectiveness in meeting work objectives.
- Such other duties as may be reasonably prescribed by SUSU, appropriate to the grade and responsibilities of the post.

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Role Specification

We have described below the range of experience, qualifications, knowledge, skills and attributes we are looking for. We will use this to manage our selection process and also to identify any training and development needs once in post.

KEY/QUALIFICATIONS/EXPERIENCE REQUIRED	ESSENTIAL	DESIRABLE
Comprehensive knowledge and ability to use Microsoft Office 365 applications such as Word, Excel, PowerPoint and Outlook. This includes web based and Google Doc formats.	[X]	
Excellent and demonstrable administration skills with the ability to work on delegated tasks with a degree of autonomy	[X]	
Project administration experience with excellent attention to detail, organisational skills and the ability to prioritise and multitask		[X]
Excellent written and verbal communication skills, including proof reading skills	[X]	
Excellent interpersonal skills, with the ability to engage colleagues, external stakeholders and students and put them at ease	[X]	
Self-motivated and innovative with the ability to work flexibly at certain times of year according to the demands of projects	[X]	
Enjoy working as part of a team and possess a flexible approach to work	[X]	
Ability and motivation to learn the functionality of IT systems	[X]	
An interest in the field of Digital & Marketing		[X]
Commitment to business ethics and passion for the values and purpose of a Students' Union	[X]	
Commitment to and knowledge of Equality & Diversity practices – including inclusivity and access issues		[X]
Commitment to and an understanding of Ethical & Environmental issues and Health & Safety		[X]

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Our Values

As an organisation, our values underpin our work and guide what we live by in order to achieve our mission:

We are Responsible

We are accountable for our **decisions**

We stand up for others and challenge **unfairness**

We recognise the importance of the **climate crisis** and constantly try to become more environmentally sustainable in all our practices

We create Community

We create opportunities for all students to feel part of a **wider community**

We make sure our spaces and activities make all students feel **they belong** here

We work to help all students **feel safe**, able to express themselves and participate fully

We are Supportive

We will always be here for students, **ready to help** when necessary

We empower students to **develop skills**, find solutions and make change

We make sure the **student voice is heard** in all areas that affect the student experience