



The OXFORD UNION SOCIETY

Office Administrator

Full Time (40 hours per week, including meal breaks), starting September 2022

Salary £20,000 - £25,000

Closing date Mon 8th August 2022

Interviews Weds 17th August 2022

The Oxford Union Society is entering a period of growth and renewal as we look forward to celebrating our Bicentenary in 2023. The Office Administrator will be a key member of the team, providing our initial point of contact between our members, the general public and the staff. The role will provide variety and challenge requiring a deft hand at dealing with everything from general enquiries about membership to liaising with Heads of State and Government to facilitate their visits. Day to day tasks will involve providing a warm reception in person, via e-mail and phone, administrative and secretarial support to the Bursar and Deputy-Bursar and general office duties.

For further details, including application details, please see below. Applications are particularly encouraged from women, ethnic minorities, disabled and other groups with a protected characteristic who are currently under-represented on the Union's staff.

The Post

The Office Administrator is largely the first point of contact for many of our members, visitors and guest speakers, a key custodian of the Union's reputation charged with delighting all and creating a welcoming and positive experience. The role includes providing general receptionist duties, in person, on the telephone and via e-mail, a calm and level head is required as one moment you may be dealing with a membership enquiry and the next a Head of State. The Administrator is responsible for booking the travel and hosting arrangements for our guests, working within defined limits and liaising with a broad range of high-profile speakers from celebrities to leaders in their fields to politicians and royalty. The Administrator is also responsible for general office duties including clerical work and secretarial support to the Bursar and Deputy-Bursar. Capable of working independently and as part of a small team, the successful candidate will have a positive outlook and be willing to turn their hand to support others posts in the organisation as required.

Main Duties

The main duties of this post are to:

1. Front of House duties

- a. Provide an efficient and positive experience to all enquiries via phone, e-mail or in person, dealing with requests or passing to the relevant person in the organisation ensuring a quick and smooth resolution;
- b. Dealing with membership enquiries, assisting new members in navigating the best membership option for them and liaising with the Development Officer as required;
- c. Sale, stock management and recording of Oxford Union Society merchandise.

2. Administrative duties

- a. Clerical support to the Office, ensuring accurate record keeping compliant with our data policies and liaison with other office functions;
- b. Secretarial support as required to the Bursar and Deputy-Bursar;
- c. Information management; monitoring and distributing e-mails, post and calls to the relevant party. Maintaining a log of live enquiries and resolving in a timely fashion;
- d. Booking transport and accommodation for guest speakers, liaising with high profile individuals or their office;
- e. Liaison with Committee logistical roles, mentoring and guiding them as appropriate to ensure we remain within the Society's rules and budget.

3. General Duties

- a. Responsible for the condition, cleanliness, and presentation of the General Office;
- b. General office duties;
- c. Creation of table plans, order papers, etc...;
- d. Assisting in set up and clear down of rooms, etc... where necessary;
- e. Any other tasks as requested by the Bursar and Deputy-Bursar.

Person Specification

Essential:

1. IT literate and a proficient user of MS Office
2. Ability to work independently without supervision and as a part of a team

3. Effective communicator at all levels
4. Organised and efficient
5. Willingness to undertake training where required
6. A positive attitude, taking pleasure in delighting our members, visitors, and guest speakers

Desirable:

1. Previous front of house hospitality experience and training
2. Previous secretarial work including drafting letters, basic reports, and diary management

Please note this role is located in Grade II* and II listed buildings. The buildings are currently only accessible via stepped access and although we will seek to make accommodations wherever possible, good physical mobility is required.

Conditions of Employment

This post is full-time (40 hours per week, including lunch breaks) and subject to a probationary period where your suitability will be assessed further. A degree of flexibility is required and can be accommodated by mutual consent to cover deliveries, contractors, and personal life. The Union is generally closed for two weeks at Christmas, a week at Easter, and two weeks in the Summer. In addition, the post holder will have 10 days elective holiday entitlement totalling 30 days plus 8 bank holidays. These days must be taken during the University vacation period and by arrangement with the Bursar. You will also have the option to join our contributory pension scheme and be entitled to free lunch (to a fixed value) during term time when the kitchen is open.

Applications

Applications consisting of CV with covering letter and the names of two referees, whom we may contact in the event that you are shortlisted, should be emailed to careers@oxford-union.org with the subject 'Office Administrator Application'.

In accordance with its Equality Policy the Oxford Union is strongly committed to being an open, diverse, and inclusive society and to ensuring that decisions on the recruitment, selection, and any promotion of staff within the Union are consistent with this policy.

As part of that commitment to ensure that those who are employed by, or seek employment at, the Oxford Union Society are treated equally and that we treat equally all applications and avoid any discrimination involving 'protected characteristics' under the Equality Act 2010, we therefore invite all applicants for employment at the Oxford Union to complete and submit an equality monitoring form, [found here](#). This will be processed separately from your application on an anonymous basis and will not be visible to those involved in making decisions on the appointment.

Please also complete and submit the Equality Monitoring Form separately to the same address with the subject 'Office Administrator, Equality Monitoring'.

The deadline for applications is Monday 8th August 2022 with interviews and written tests held on Wednesday 17th August 2022.