

Job Title	Administration Assistant
Reports to	Data Records Support Assistant
Department	Business Services
Grade	Grade 2
Purpose	To provide a range of administrative assistance to the Data Accuracy Team and to contribute to the achievement of the business-wide objectives.
Key Accountabilities	<ul style="list-style-type: none"> • Operate office systems, process documents, maintain accurate records and access information in support of Management Information activities for the team. • Administrative support and assistance in providing an efficient and effective service to contribute to the achievement of operational objectives. • Investigate computer systems and make contact with Operations as necessary in accordance with relevant procedures and guidelines, in order to effectively make decisions. • Respond to ad-hoc requests from the Business and provide an excellent level of customer service. • Assist in the coordination of the steady state Data Accuracy Team process and end of year Regulatory Reporting requirements. • Assist in the delivery of training of new staff where appropriate to ensure consistency of approach and compliance with standard processes and procedures. • Work with colleagues in the team to review and validate work before completion and work together towards departmental/team objectives. • Work within and promote the philosophy of safe team working and development across all WWU activities to achieve business objectives and continuously improve performance.
Technical Know-How & Skills	<p>Technical Competencies:</p> <ul style="list-style-type: none"> • The applicant should have excellent knowledge of the WWU Business and is familiar with WWU Primary IT Systems, with excellent working knowledge of SAP ERP 6 and CRM. • They should also have excellent numerical, analytical and keyboard skills and be competent in the use of all standard Microsoft and other standard desktop packages (Excel in particular). <p>Specific Experience:</p> <ul style="list-style-type: none"> • Previous experience of working within an office environment and using computer systems to provide Management Information is essential. In addition, the candidate must have experience of providing information to Operations / Business Services to help them to achieve their targets.

	<p>Other Criteria:</p> <ul style="list-style-type: none">• The applicant should be able to use general office facilities such as PC Packages, Photocopier, etc. They should also have good written and oral communication skills.
Qualifications	Mathematics and English GCSE/NVQ equivalent are desirable.