



Job Description



OXFORD INTERNET INSTITUTE

Job title	Administrative and Events Assistant (maternity cover)
Division	Social Sciences Division
Department	Oxford Internet Institute
Location	OII, 1 St Giles, Oxford
Grade and salary	Grade 4 (£21,220 - £24,565 pa)
Hours	Full time
Contract type	Fixed-term (12 months)
Reporting to	Head of Administration and Finance
Vacancy reference	130735

The role

Working in central Oxford as part of a busy administrative team, you will run the front reception desk and will act as the first line of contact to enquiries to the Department, whether in person, by email or phone. You will provide high quality administrative and secretarial support to senior members of staff and will provide key support for our Events programme, helping us to plan and deliver a range of high-quality events.

The standard hours of work are 8.45am -5pm but a flexible approach to working hours will be required since some events are held out of office hours. You will be based at our 1 St. Giles' office and as the first port of call to visitors to the department and event speakers and attendees, it is essential that you have a professional outlook and presentation and are able to provide an exceptional level of customer service at all times.

This is an exciting opportunity for someone wishing to pursue a career in University administration and the post holder will be encouraged to take advantage of the many training opportunities offered by the University.

Responsibilities

1. Reception

30%

- Welcome visitors to the department and provide assistance as necessary, including directing them to the appropriate area and dealing with queries in a polite and professional manner



- Take incoming phone calls, answer queries and redirect them appropriately to departmental extensions
- Maintain the tidiness and organisation of the reception area, meeting rooms, kitchen, library and other common spaces, ensuring a smart professional image at the first point of contact
- Monitor and maintain stationary and refreshment supplies
- Organise efficiently the arrangements for meetings, including arranging appropriate catering, booking equipment, parking and meeting rooms
- Receive and log deliveries and courier mail, sort outgoing mail for the University messenger, franking Royal Mail, and assisting staff in organising couriers as requested
- Alert relevant staff of security or building issues including contacting University Security Services or Facilities when necessary
- Perform weekly fire alarm tests and other duties that may arise in the event of a fire
- Stock desks for newly arriving staff and distribute information about their arrival
- Maintain a high standard of health and safety and service to the building users by undertaking regular building checks and proactively identifying areas for improved presentation or requiring maintenance, and resolving any issues that arise
- Manage the departmental library, checking books in and out, ensuring books are catalogued and ordering new books when required
- Develop successful working relationships with academic and support staff colleagues across the department and in the wider University

2. Administrative assistance

20%

- Provide administrative support for departmental staff; including filing, photocopying, note taking, preparing and distributing papers, letters and other correspondence, and carrying out small administrative projects as directed
- Email general announcements to staff
- Administer the sale of OII merchandise and review the stock selection
- Maintain the department's mailing lists
- Make travel and accommodation arrangements for senior departmental staff, selecting the best price option for travel tickets and assisting with the completion of travel insurance and expense claim forms

3. Events Assistance

50%

- Assist with the day-to-day coordination of the OII's Events programme, including responding to email and telephone enquiries, researching and booking suppliers etc
- Track registrations, send reminder emails and provide feedback to the Events Officer on progress
- Attend events to assist with the set-up, delivery and wrap up, including assisting with AV equipment, distributing signage, laying out OII promotional material, name badges, delegate assistance etc
- Make travel and accommodation arrangements for speakers and delegates
- Maintain databases of contacts for each event, and also for events organization, e.g. useful catering contacts
- Manage bookings for OII meeting and seminar rooms
- Prepare internal rooms for internal and external events

5. Other duties

Any other comparable duties as may be required by the Head of Administration and Finance

Selection criteria

Essential

- Experience of reception or customer facing work
- Excellent oral and written communication skills
- The ability to work independently, with minimum supervision, and a willingness to resolve situations, as well as knowing when to refer issues to others
- Highly organised and efficient with the ability to organise events and make administrative arrangements
- Ability to use standard computer programs (Outlook, Word, Excel)
- A good understanding of issues around confidentiality
- Ability to understand and pass on clear and accurate information
- Attention to detail
- Previous experience of working as part of a team in an office environment
- Willingness and ability to work outside regular office hours in order to attend events

Desirable

- Experience of working within an HE institution or within a service industry environment

About the University of Oxford

Welcome to the University of Oxford. We aim to lead the world in research and education for the benefit of society both in the UK and globally. Oxford's researchers engage with academic, commercial and cultural partners across the world to stimulate high-quality research and enable innovation through a broad range of social, policy and economic impacts.

We believe our strengths lie both in empowering individuals and teams to address fundamental questions of global significance, while providing all our staff with a welcoming and inclusive workplace that enables everyone to develop and do their best work. Recognising that diversity is our strength, vital for innovation and creativity, we aspire to build a truly diverse community which values and respects every individual's unique contribution.

While we have long traditions of scholarship, we are also forward-looking, creative and cutting-edge. Oxford is one of Europe's most entrepreneurial universities. Income from external research contracts in 2014/15 exceeded £522.9m and we rank first in the UK for university spin-outs, with more than 130 companies created to date. We are also recognised as leaders in support for social enterprise.

Join us and you will find a unique, democratic and international community, a great range of staff benefits and access to a vibrant array of cultural activities in the beautiful city of Oxford.

For more information please visit www.ox.ac.uk/about/organisation

The Oxford Internet Institute (OII)

The Oxford Internet Institute has expanded rapidly since its founding in 2001 to become a world-leading centre for the multidisciplinary study of the Internet and society, with activities focusing on research, post-graduate teaching and policy-making and practice.

The OII aims to bring about a greater understanding of the various social factors that are shaping the Internet and their implications for society. Central to this vision is a view of the Internet as a phenomenon that goes far beyond its technical capabilities to encompass all the people, services, information, and technologies that are intertwined in this 'network of networks'. Excellence in research underpins the Institute's collaborative and teaching activities. Wide-

ranging collaborative relationships with experts from academia, government, business, and industry in the UK and around the world also play a central role in its strategic drive.

The OII's research strategy has targeted areas critical to the public interest, where the design and use of the Internet and related technologies are likely to contribute to a substantial restructuring of social practice and institutional arrangements. Having developed critical mass in these areas, the OII's strategy for the next five years is geared towards deepening and extending the range of grant-funded research around each theme and disseminating the outputs in high-quality journals, while ensuring that research helps inform and shape policy and practice.

Research at the OII focuses on 8 research clusters:

- **Connectivity, Inclusion & Inequality:** understanding the shifts in the power dynamics caused by information and communication technologies.
- **Digital Knowledge and Culture:** charting the on-going digital transformations of the sciences, social sciences, arts and humanities, and their implications.
- **Digital Politics & Government:** investigating political behaviour, digital government and government-citizen interactions in the age of the internet, social media and big data.
- **Education, Well-Being and Digital Life:** addressing the psychological, social and educational implications of the Internet, for people of all ages, across the full lifespan, with a particular focus on children and young people.
- **Ethics and Philosophy of Information:** investigating the ethical, epistemological, logical and ontological aspects of information, its sciences, phenomena and dynamics.
- **Internet Economics:** understanding the economic and social implications of new business models, new market structures, and new types of economic activity.
- **Information Governance & Security:** analysing the challenges created by the digitisation of information, seeking solutions through new governance rules, processes and institutions, and investigating the relationship between emerging technologies, their design, and information security and privacy.
- **Social Data Science:** seeking a quantitative understanding of how individuals behave and interact in society.

In all its research, the OII aims to operate at the cutting edge in both quantitative and qualitative methodologies that cut across disciplines and topics. Methodological innovation is vital given the changing nature of the Internet and advances in ICTs which both necessitate and facilitate the development of new techniques. OII researchers are developing methodologies such as the embedding of ICTs for real time observation of social phenomenon; webmetric techniques for observing the underlying structure of the web presence of social institutions; artificial intelligence design; experimental research; on-line action research; content analysis; investigation of virtual environments; and online survey research.

For more information about the Oxford Internet Institute please visit <http://www.oii.ox.ac.uk>

How to apply

Before submitting an application, you may find it helpful to read the 'Tips on applying for a job at the University of Oxford' document, at www.ox.ac.uk/about/jobs/supportandtechnical/.

If you would like to apply, click on the **Apply Now** button on the 'Job Details' page and follow the on-screen instructions to register as a new user or log-in if you have applied previously. Please provide details of two referees and indicate whether we can contact them now.

You will also be asked to upload a CV and a supporting statement. The supporting statement must explain how you meet each of the selection criteria for the post using examples of your skills and experience. This may include experience gained in employment, education, or during career breaks (such as time out to care for dependants).

Your application will be judged solely on the basis of how you demonstrate that you meet the selection criteria stated in the job description.

Please upload all documents **as PDF files** with your name and the document type in the filename.

All applications must be received by **midday** on the closing date stated in the online advertisement.

Information for priority candidates

A priority candidate is a University employee who is seeking redeployment because they have been advised that they are at risk of redundancy, or on grounds of ill-health/disability. Priority candidates are issued with a redeployment letter by their employing departments.

If you are a priority candidate, please ensure that you attach your redeployment letter to your application (or email it to the contact address on the advert if the application form used for the vacancy does not allow attachments)

Should you experience any difficulties using the online application system, please email recruitment.support@admin.ox.ac.uk. Further help and support is available from [www.ox.ac.uk/about the university/jobs/support/](http://www.ox.ac.uk/about_the_university/jobs/support/). To return to the online application at any stage, please go to: www.recruit.ox.ac.uk.

Please note that you will be notified of the progress of your application by automatic emails from our e-recruitment system. **Please check your spam/junk mail** regularly to ensure that you receive all emails.

Important information for candidates

Pre-employment screening

Please note that the appointment of the successful candidate will be subject to standard pre-employment screening, as applicable to the post. This will include right-to-work, proof of identity and references. We advise all applicants to read the candidate notes on the University's pre-employment screening procedures, found at:

www.ox.ac.uk/about/jobs/preemploymentscreening/.

The University's policy on retirement

The University operates an employer justified retirement age for all academic and academic-related posts (grade 6 and above), for which the retirement date is the 30 September immediately preceding the 68th birthday. The justification for this is explained at: www.admin.ox.ac.uk/personnel/end/retirement/revisedejra/revaim/.

For **existing** employees any employment beyond the retirement age is subject to approval through the procedures: www.admin.ox.ac.uk/personnel/end/retirement/revisedejra/revproc/

There is no normal or fixed age at which **support staff** in posts at **grades 1–5** have to retire. Support staff may retire once they reach the minimum pension age stipulated in the Rules of the pension scheme to which they belong.

Equality of Opportunity

Entry into employment with the University and progression within employment will be determined only by personal merit and the application of criteria which are related to the duties of each particular post and the relevant salary structure. In all cases, ability to perform the job will be the primary consideration. No applicant or member of staff shall be discriminated against because of age, disability, gender reassignment, marriage or civil partnership, pregnancy or maternity, race, religion or belief, sex, or sexual orientation.

Benefits of working at the University

Training and Development

A range of training and development opportunities are available at the University. Further details can be found at www.ox.ac.uk/staff/working_at_oxford/training_development/index.html.

For research staff only: Support for Research Staff

There is a particularly wide range of support for career development for research staff. Please visit: www.ox.ac.uk/research/support-researchers to find out more.

Pensions

The University offers generous occupational pension schemes for eligible staff members. Further details can be found at www.admin.ox.ac.uk/finance/epp/pensions/pensionspolicy/.

Information for international staff *(or those relocating from another part of the UK)*

A wealth of information is available on the University's International Staff website for staff who are relocating to Oxford from abroad, at www.admin.ox.ac.uk/personnel/staffinfo/international/.

The University of Oxford Newcomers' Club

The Newcomers' Club is aimed at helping partners of newly-arrived visiting scholars, graduate students and academic members of the University to settle in and to meet people in Oxford.

Transport schemes

The University offers a range of travel schemes and public transport travel discounts to staff. Full details are available at www.admin.ox.ac.uk/estates/ourservices/travel/.

University Club and University Sports Facilities

The University Club provides social, sporting and hospitality facilities. It incorporates a Club bar, a cafe and sporting facilities, including a gym. See www.club.ox.ac.uk for all further details.

University staff can use the University Sports Centre at discounted rates, and have the chance to join sports clubs. Please visit www.sport.ox.ac.uk/oxford-university-sports-facilities.

Childcare and Childcare Vouchers

The University offers quality childcare provision services at affordable prices to its employees. For full details about the services offered, please visit www.admin.ox.ac.uk/childcare/. **NB: Due to the high demand for the University's nursery places there is a long waiting list.**

The University also offers nursery fee payment schemes to eligible staff as an opportunity to save tax and national insurance on childcare costs. Please visit www.admin.ox.ac.uk/childcare.

Disabled staff

The University is committed to supporting members of staff with a disability or long-term health condition and has a dedicated Staff Disability Advisor. Please visit www.admin.ox.ac.uk/eop/disab/staff for further details.

BUPA - Eduhealth

Bupa Eduhealth Essentials private medical insurance offers special rates for University of Oxford staff and their families www.eduhealth.co.uk/mini-site/.

All other benefits

For other benefits, such as free entry to colleges, the Botanic Gardens and staff discounts offered by third party companies, please see www.admin.ox.ac.uk/personnel/staffinfo/benefits/.