



Modern Apprentice - Administration Assistant

Department	Chemical and Process Engineering (www.strath.ac.uk/engineering/chemicalprocessengineering/)		
Faculty	Faculty of Engineering (www.strath.ac.uk/engineering/)		
Staff Category	Administrative and Professional	Reference No	665134
Reports To	Line Manager	Grade	Modern Apprentice
Salary Range	£21,900	Contract Type	Fixed Term (24 months)
FTE	1 (35 hours/week)	Closing Date	01/12/2024
Working Arrangements	Fully On-site. Due to the nature of this role, it is based fully on-site.	On Site Facilities	Car parking, sports centre, catering.
Holidays	27 days + 11 statutory days Option to purchase additional holidays.		
Pensions	Contributory pension scheme available to all staff including generous employer contribution.		
Training	Professional Development with Organisational and Staff Development Unit (OSDU) plus external training if required.		
Family Friendly Benefits	Generous parental leave provision, on-campus nursery and options for flexible working.		
Health and Wellbeing	University Sport centre, Occupational Health service, access to health and wellbeing events, cycle to work scheme, Employee Assistance Programme, agile working and established carers support network and carer friendly policies.		

Job Advert

The Department of Chemical & Process Engineering is seeking a motivated and enthusiastic individual to provide support for a broad range of administrative activities as part of the department operational support team. The ideal candidate should be comfortable working in a busy office environment and be willing to take on tasks as directed while also demonstrating initiative.

To be considered for the role, you will have a minimum of 5 Nat 5's at Level A, B or C, which should include English, Maths and Computing/Administration, and have good organisational, communication and interpersonal skills. Excellent customer service skills, face to face, via telephone and good IT skills are essential.

This position is part of the Modern Apprenticeship programme, which is coordinated within the University in partnership with Skills Development Scotland. The programme offers the successful candidate an opportunity to work in a paid job while undertaking workplace training in order to gain new and enhanced skills and recognised qualifications.

Please note that as a result of funding rules within the Modern Apprentice scheme, the Modern Apprentices must start the scheme before their 20th birthday.

Job Description

Brief Outline of Job:

The Department of Chemical & Process Engineering seeks a motivated and enthusiastic individual to join its operational support team. The ideal candidate will assist with a wide range of administrative tasks in a dynamic office environment. This role requires both the ability to follow direction and the initiative to work independently.

Main Activities/Responsibilities:

1.	Act as a first point of contact for the Department, on the reception desk, which will involve dealing with a range of stakeholder enquiries both on and off campus by telephone, email and face-to-face, offering advice and information where required and passing on enquiries to appropriate individuals.
2.	Provision of organisational support within the team including, for example, assisting with the generic e-mail inbox enquiries (contact-chemeng), maintaining stationery requests, and checking of stock, organising staff room, travel, accommodation and catering bookings, photocopying, scanning, booking rooms and arranging virtual meetings etc. on a regular basis.
3.	Provide general administrative support for meetings and events which may involve internal colleagues and external stakeholders in accordance with the activities of the Department.
4.	Place orders, process invoices and request for payments via the university finance system (FMS)
6.	Distribute mail, including organising courier services.
7.	Provide support at departmental events as and when required – e.g. open days, student inductions, graduation, conferences and staff/student social events
8.	Provide support with communication activities
9.	Provide additional administrative support to the Department's undergraduate and postgraduate programmes along with arrangements for and during the academic year.
10.	Any other duties required as directed by line manager

Person Specification

Educational and/or Professional Qualifications

(E=Essential, i.e. a candidate must meet all essential criteria to be considered for selection, D=Desirable)

E1 A minimum of 5 Nat 5's at A, B or C pass, or equivalent, which should include English, Maths and Computing or Business

D1 Passes in Higher Grade Administration, English

Experience

E2 Good knowledge of Microsoft Office packages (Word, Excel, Outlook)

D2 Work experience involving administration and/or customer service

D3 Work experience displaying evidence of team working of various types/levels

Job Related Skills and Achievements

E3 Good IT skills

E4 Excellent customer service skills, both face-to-face and via telephone, with a pleasant and helpful manner

E5 Ability to work on own initiative and as part of a team, and follow instructions when required

E6 Strong organisational, communication and interpersonal skills

E7 Good written and numeracy skills with attention to detail

Personal Attributes

E8 Excellent time keeping

E9 Motivated self-starter, who is keen to develop their skills in administration

E10 Ability/potential to work with colleagues at all levels of the organisation

E I I Work is carried out on time and to standards agreed with Line Manager

D4 Willingness to learn new skills

Application Procedure

Applicants are required to complete an application form including the name of two referees who will be contacted without further permission, unless you indicate that you would prefer otherwise. Applicants should also complete the Equal Opportunities Monitoring Form.

Other Information

Further information on the application process and working at Strathclyde can be found on our website (<http://www.strath.ac.uk/hr/workforus>).

Informal enquiries about the post can be directed to Megan O'Donnell, Administrator (megan.o-donnell@strath.ac.uk).

Conditions of Employment

Conditions of employment relating to the Administrative and Professional staff category can be found at: [Conditions of Employment](#).

Rewards and Benefits

Our staff have access to a wide range of outstanding benefits that include financial rewards, family friendly and wellbeing benefits and career development opportunities, details of which can be found [here](#).

Probation

Where applicable, the successful applicant will be required to serve a 6 month probationary period.

Pension

The successful applicant will be eligible to join the Local Government Pension Scheme (LGPS) in Scotland. Further information regarding this scheme is available from [Payroll and Pensions](#).

Interviews

Formal interviews for this post will be held on 11/12/2024.

Equality and Diversity

The University of Strathclyde is a socially progressive institution that strives to ensure equality of opportunity and celebrates the diversity of its student and staff community. Strathclyde is people-oriented and collaborative, offering a supportive and flexible working culture with a deep commitment to our equality, diversity and inclusion charters, initiatives, groups and networks.

We strongly encourage applications from Black, Asian and minority ethnicity, women, LGBT+, and disabled candidates and candidates from lower socio-economic groups and care-experienced backgrounds.

University Values

The University's Values capture what we're all about: who we are, what we believe in and what we stand for. [Our Values](#) have been derived from how we act and how we expect to be treated as part of Strathclyde.



Conditions of Employment

Modern Apprentice

1. GENERAL CONDITIONS

Members of staff are subject to the Charter and Statutes and the Ordinances and Regulations of the University, published in the Calendar, and to any amendments or additions thereto approved by the University Court and, in the case of the Charter and Statutes, the Privy Council. Staff are also expected to familiarise themselves with, and adhere to, general University policies and procedures, as published on University web pages.

Each member of staff is responsible for the proper performance of allocated duties to the person or persons specified in the member of staff's letter of appointment and any accompanying papers. Members of staff may not accept outside paid employment including personal consultancies without the permission of the University Court, which will not be unreasonably withheld.

The University is committed to ensuring that its business is conducted in an open and transparent manner and will take all appropriate steps to address risks of bribery or corruption. Members of staff are required at all times to act honestly and with integrity and to safeguard the resources for which they are responsible. The University has in place a robust Public Interest Disclosure (Whistleblowing) Policy to enable concerns to be brought to its attention. This is available at www.strath.ac.uk/publicinterestdisclosure. Other relevant policies, e.g. Fraud Prevention and Conflicts of Interests, can also be found on the University's website.

Any member of staff may at any time be exposed to commercially sensitive information, information related to potentially valuable intellectual property or information which may otherwise be of a confidential nature. This information, which could be found anywhere in the University, may be written or disclosed orally, can include information of a commercial or technical nature, and may be owned by the University or by third parties. The University requires all employees to keep any such information confidential in the first instance and not disclose, publish or otherwise disseminate it without prior consent of the University. Such confidentiality obligations are commonplace and in the commercial interests of the University. When in doubt advice should always be sought from Research and Knowledge Exchange Services prior to disclosure.

The University operates probationary periods for new staff, the duration of which will be specified in individual letters of appointment. The normal probation period for posts in this staff category is 6 months. Further guidance on probationary procedures is published at <http://www.strath.ac.uk/staff/policies/hr/>.

Further information on the terms and conditions specified in this document and other staffing policies and procedures can also be found at www.strath.ac.uk/hr.

2. SALARY

The University has standard salary rates for modern apprenticeships. The current rates are detailed in individual appointment letters.

Salaries are paid directly to staff members nominated bank account, normally on the second last working day of the month.

3. TRAINING AGREEMENT

Modern Apprenticeship appointments are also governed by a Training Agreement which is held and administered by the Organisational and Staff Development Unit. This agreement outlines the responsibilities and requirements of both parties and includes an associated training plan. Modern Apprentices are required under this agreement to undertake training, attend courses and carry out such work as may be required in

order to achieve the selected framework outcomes specified in the individual training plan.

4. HOURS OF WORK

The normal working week is 35 hours. Unless otherwise indicated in an individual's letter of appointment, the normal hours are 9.00am to 5.00pm Monday to Friday with a one hour unpaid lunch break.

5. HOLIDAYS

Annual leave entitlement is 27 days per year to be taken by agreement with the line manager. For staff members working on a part-time basis, holidays will be calculated on a pro-rata basis.

In addition to annual leave there is an entitlement to eleven public holidays per year which should be taken on days that the University is closed for this purpose. The University presently closes for four additional days over the Christmas and New Year period. **These additional days count against the annual leave entitlement.**

For staff members working on a part-time basis, public holiday entitlement will be calculated on a pro-rata basis.

Annual leave and public holiday entitlements should be taken in the leave year to which they relate. Up to five days leave can be carried forward into the new leave year subject to line management agreement. In exceptional circumstances, Heads of Department/School/equivalent may approve carry forward of accrued annual leave in excess of five days.

The University's expectation is that staff take all accrued holidays prior to their termination date. If staff have exceeded their entitlement the University will deduct an equivalent number of days pay from final salary payments.

6. SICKNESS ABSENCE

During any period of absence through illness or injury provided the appropriate notification and certification procedures have been followed the University will pay a member of staff (having taken account of the aggregate of all periods of absence due to illness during the twelve months immediately preceding the first day of the current absence) as follows:

Period of Continuous Employment at start of absence from work	Full Pay	Half Pay
Less than 1 year	1 month	1 month
1 year but less than 2 years	2 months	2 months
2 years but less than 3 years	4 months	4 months
3 years but less than 5 years	5 months	5 months
5 years or more	6 months	6 months

In order to manage the University's sick pay scheme the University requires to maintain sickness absence records on individual members of staff. When making payments after the expiry of statutory sick pay the University will deduct an amount equivalent to any benefit normally payable by the Department of Work and Pensions. For full details on the general University policy in this area please refer to the Sickness Absence Management Policy at www.strath.ac.uk/staff/policies/hr.

7. PENSIONS

At the start of their appointment, new members of staff aged under 75 will automatically be admitted to membership of the Local Government Pension Scheme (LGPS). If you are already in receipt of a pension from LGPS and your benefits relate to service prior to 01/04/2015 then you are required to notify the scheme of your new position regardless of whether you decide to remain a member of the scheme at the University of Strathclyde.

LGPS requires a contribution from the member and a contribution, as a percentage of pensionable pay, is made by the University. The contribution rates that currently apply can be viewed here: - <https://www.spfo.org.uk/index.aspx?articleid=14879>.

If your post is located out with the UK in an EU member state, then pension rules do not permit us to enrol you to the scheme.

New members of staff may opt out of LGPS within three months of taking up appointment and will then be treated as if they had never been a member of the scheme. Any member of staff choosing to withdraw from LGPS during their employment with the University, and who is withdrawing after three months' membership but with less than two years' membership, may be entitled to a refund of contributions (less any statutory deductions). Staff withdrawing from the Scheme with more than two years' membership are entitled to a deferred pension benefit. Any member of staff who wishes to opt out should contact the Pensions Team, Finance, in the first instance (pensions@strath.ac.uk).

Information regarding pension scheme membership can be found on the Pensions pages of the University's website. Full information regarding

LGPS can be found on the LGPS website – www.spfo.org.uk/index.aspx?articleid=14440

8. PLACE OF WORK AND RESIDENCE

Members of staff will be based on the John Anderson Campus, unless otherwise stated in the letter of appointment. The Department/School in which the post is initially placed will be specified in the letter of appointment although there will be an expectation to work at such other places as required in the course of employment.

The University does not normally place specific restrictions upon the place of residence of members of staff. All staff are, however, expected to reside in a location which is compatible with the satisfactory fulfilment of all the duties associated with their appointment.

9. DISCIPLINARY AND GRIEVANCE PROCEDURES

Further information on the University's disciplinary and grievance procedure can also be found at www.strath.ac.uk/policies/hr or on request from Human Resources.

10. NOTICE AND TERMINATION

The employment of a member of staff is terminable by at least one months' notice, in writing, on either side. If notice is being given by a member of staff earlier release may be granted if this can be arranged without detriment to the administration of the University. Modern Apprenticeships will expire at the end of the period specified in the appointment letter without the necessity for notice.

Revised January 2017