

Careers at UCLB

Office Administrator & Receptionist Information Pack



Introduction to UCL Business



Anne Lane, CEO

I am delighted that you're interested in working at UCL Business Ltd (UCLB). As CEO, I am proud to work alongside such a talented, dedicated and diverse team, who are supporting the commercialisation of technologies that make a positive societal change.

UCL, as one of the leading universities in the UK for teaching and research, recognises the need to translate its exceptional research into commercial development for positive social and economic benefit.

UCLB is recognised as a leading technology commercialisation company within the UK, and has an impressive and successful track record of creating licences and spinouts based on UCL's intellectual property for almost 30 years. We are unique within the UK by being an independent, financially self-sufficient company with a strong history of making significant profits for UCL.

The company relies on its experienced staff and we strive to create the maximum number of opportunities for technology growth. Despite the challenges of COVID-19, UCLB has continued to experience exceptional success, raising £1.7 billion of external investment in the last three years, and supporting the creation of 6 new spinouts in 2021.

We encourage an environment of enthusiastic involvement and entrepreneurship and we aim to attract people who are talented, motivated and interested in working here, where they can make a useful contribution – both as individuals and as part of the UCLB team.

We want everyone to be able to achieve their best work and for this to be an open, happy and productive environment so that the company can truly succeed.

Introduction to Operations at UCLB



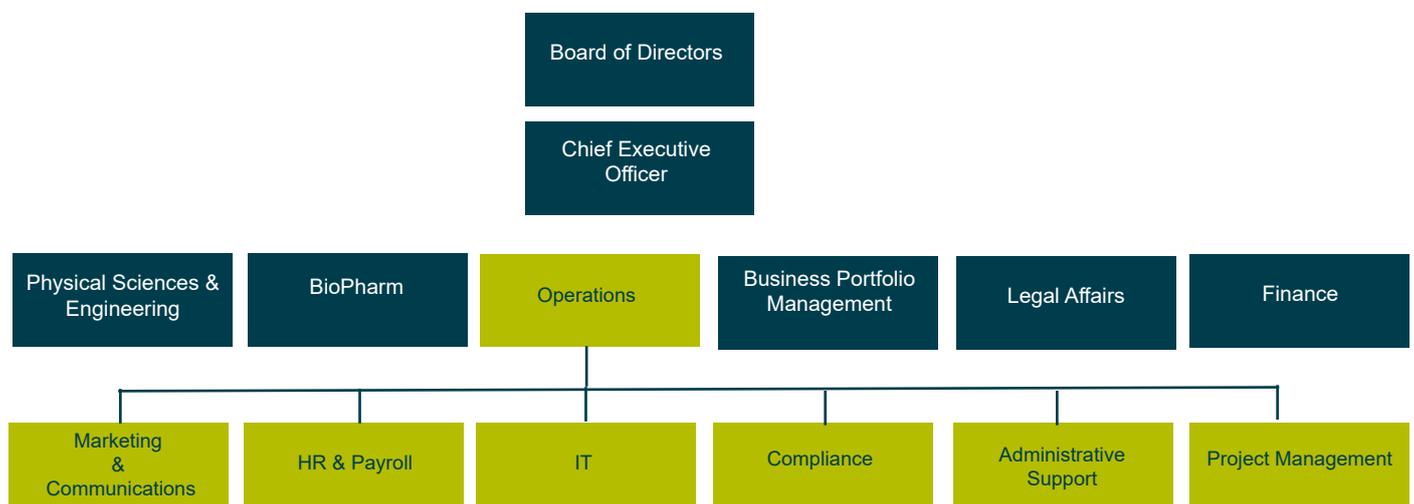
Louise Hammond, Director of Operations

As Director of Operations, I am responsible for developing and implementing organisational strategies, policies and practices to maintain optimum efficiency. The team is an integral part of the business and comprises 13 people, spread across six teams:

Marketing & Communications, Project Management, HR & Payroll, Information Technology (IT), Compliance, and Administrative Support (including estates planning and Health & Safety).

Working within the Operations Team is varied, diverse and enjoyable, and there is always room for growth and development personally and professionally. We communicate and collaborate with many people across UCLB and UCL, as well as with external organisations and media outlets. We regularly meet for catch-ups where we discuss things outside the remit of work (like coping whilst we have been working from home), which is really important for creating a friendly, successful and supportive working environment.

The Operations Team is exciting and interesting, with no two days the same. The range of talent is diverse as is the remit of each person's role as we all work together to get the job done. We look forward to welcoming a new member to our team!



Office Administrator & Receptionist

About the opportunity:

We have an opportunity for an experienced administrative all-rounder with reception and diary management experience who will support the Office Manager to facilitate the smooth running of the business.

The focus of the role involves responsibility for health and safety within the office, general administrative and reception duties, and some PA support. You will be part of a small team that ensures a high level of service to all of its stakeholders.

What you need to have:

You will need to demonstrate comprehensive experience working in a reception and administrative role as well as ideally having gained experience of health and safety provisions in the workplace and arranging contractors for general maintenance works.

You should also have experience of providing diary support to senior management. You will be a natural problem-solver, with excellent IT skills, a good eye for detail, and the ability to manage a busy workload with competing deadlines. The successful candidate will have a highly professional manner and be a strong communicator.

Job Description

Job Purpose:

The post holder will report to the Personal Assistant and Office/Facilities Manager (PA/OM). The team is responsible for supporting all sections of the business with the efficient running of the office and reception, and maintaining effective administration systems across the company, including diary management and PA assistance for all directors. This role has the added responsibility for the administration of estates maintenance, with particular emphasis on health and safety, general maintenance and repair.

Duties and Responsibilities:

Administration duties

- To undertake administrative duties for all areas of the business as required. This will include the use of Microsoft Word, in house systems, filing, and the running of small projects on occasions.
- To provide PA/diary and administrative support to selected directors and other staff.
- To assist the PA/OM with the quarterly board reports as directed by the PA/OM.
- To occasionally undertake minute taking for meetings.
- To organise international and domestic travel where required.
- Running occasional errands off site, for example the hand delivery of documents.
- To assist in the managing of stationery requirements and kitchen supplies.
- To assist with monitoring the general email inbox and deal with telephone and email enquiries.
- To arrange meetings including room bookings, refreshments, lunches.
- To process and standardise all internal staff email and text notifications.
- To arrange for engineers to visit and maintain office equipment under guidance of the PA/OM.
- To assist the PA/OM with the distribution of petty cash.

Estates & Health & Safety

- To be responsible, under the guidance of the PA/OM and the Operations Director, for the implementation and monitoring of all health and safety matters including fire safety and first aid provision.

- To maintain the contract for the external H&S provider and work with UCL wherever necessary to adhere to H&S policies and procedures.
- Responsible for ensuring all H&S documentation and training records are maintained.
- Responsible for carrying out basic DSE assessments.
- Responsible for ensuring Health and Safety audits and PAT testing are carried out.
- Ensuring all staff are trained adequately for H&S and fire training and that there is adequate cover on all occasions
- Responsible for first aid provision including arranging and maintaining first aid training.
- Assist with larger projects such as refurbishments, office relocations etc.
- To raise work orders with UCL Estates or arrange contractors to deal with maintenance issues.
- To provide a quarterly H&S report for inclusion in the board pack.
- To participate in project groups related to H&S issues.

Reception

- To offer a warm and friendly welcome to all visitors, carrying out full reception duties.
- To work with the other Office Administrator to ensure that all meeting rooms are maintained and are kept clean and tidy.
- To ensure the timely distribution of post within the business.
- To work with the other Office Administrator to ensure the kitchen and stationary items are adequately stocked.
- To arrange couriers, taxis, catering etc. as required.

Other

- To assist with the organisation of company events as required.
- Support data management with good record keeping and by working with the PA/OM to ensure good data integrity on the systems held.
- To deputise for PA/OM in their absence on Fridays, when the PA/OM is not working, and to cover off all other absences.

Person Specification

Essential criteria:

- Educated to A – level or equivalent standard, or possess equivalent work experience.
- Excellent IT skills, including intermediate Microsoft Excel, Word and Outlook.
- Prior experience of providing some diary and administrative support to management.
- Proven experience of employment within a reception area.
- Able to demonstrate experience of commitment to quality and providing a high level of customer service to visitors and colleagues.
- Ability and experience of handling a challenging role with confidence, demonstrating initiative, self-motivation and attention to detail.
- Ability to demonstrate excellent organisation skills, being able to prioritise work and meet deadlines, and work independently without undue supervision.
- Ability to handle numerous projects simultaneously.
- Personable and proactive with the ability to clearly and accurately convey information.
- Able to demonstrate excellent interpersonal skills showing an ability to communicate confidently, intelligently and effectively.
- To work well as part of a team and able to build and maintain relationships.
- Maintain absolute confidentiality regarding sensitive information.
- Ability to exercise initiative when handling problems and queries, and knowing when to refer them to another colleague.

Desirable criteria:

- Formal qualification or received training for health and safety or estates management.
- Experience of minute taking.
- Prior experience of taking financial responsibility, such as petty cash administration.
- Experience of making business travel arrangements.
- Prior experience of managing or supervising small project work.
- Experience of providing/assisting with estates/facilities management.
- Experience of the management of health and safety requirements in the workplace.
- A flexible approach to tasks, travel and hours of work.

What we offer



Salary

The salary range is £25,000 to £30,000 depending on qualifications and experience. We operate a performance related pay (PRP) scheme under which employees can achieve up to a further 10% of gross annual salary based on agreed targets, both personal and company based.



Hours of Work

The normal hours of work are 35 hours per week, onsite at 90 Tottenham Court Road, W1T 4TJ.



Holidays

We have a generous annual leave entitlement of 25 days a year plus public holidays and a further 6 days leave spread over Christmas and Easter. You can also buy up to an additional 5 days holiday each year.



Learning and Development

We support continual personal and professional development by supporting in-house and external training and covering the cost of professional subscriptions and memberships.



Health and Wellbeing

Your wellbeing is important to us. We have Wellbeing Champions, a confidential employee assistance programme, cycle and season ticket loans, fruit in the office, discounted gym memberships and we will pay or the cost of your eye test. In addition, you are able to access voluntary healthcare schemes offered by UCL.



Pension

We operate two defined benefit pension schemes - SAUL for new employees and USS for any employee joining within one month of leaving the USS scheme.



Other Benefits

Access to discounts, employee savings scheme, enhanced parental leave pay, summer and Christmas events along with regular social activities.



How to apply

If you would like to apply for the role, please visit the following link:

<https://www.cloudonlinerecruitment.co.uk/uclb/Vacancy.aspx>

You will be shortlisted based on the extent to which you meet the competencies required for the role via your application.

In your application statement you will be expected to succinctly explain how you meet each of the key requirements for this role, giving examples that clearly demonstrate your skills, knowledge and experience.

If you have any questions regarding the application process, please email Danielle Gouldson at jobs@uclb.com.

The closing date for applications is 18 April 2022.

Please note we will disregard any applications which do not contain a completed statement and CV. You are advised to submit your application as soon as possible as we reserve the right to close the advertisement once we have received sufficient applications.

Only shortlisted candidates selected for interview will be contacted on or before 20 April 2022.

Interviews are expected to take place on the 25th April 2022.