**Role Summary**

The University of Cambridge Institute for Sustainability Leadership (CISL) is a globally influential institute, within the University of Cambridge, developing leadership and solutions for a sustainable economy.

The Administrative Assistant is responsible for providing an efficient and welcoming reception to visitors to the department, handling incoming phone calls and mail, and providing general administrative support as required.

The Administrative Assistant, supporting the Executive Assistant to the Director, provides administrative support to the Directorate team. Each member of the Directorate has responsibility for maintaining a strategic overview of a range of CISL’s activities and providing guidance to members of staff responsible for the day-to-day operation of specific functions or projects that fall within each of the Directors areas of responsibility. The Administrative Assistant facilitates this by providing core administrative support and reception duties within CISL Reception and Business Services teams.

**Key Responsibilities**

*This section details, but is not an exhaustive list, of the specific activities or obligations for which we require and hold the role accountable.*

**Reception**

- Answers door and greets visitors to CISL, ensuring all visitors are welcomed professionally and made comfortable.
- Ensure visitors are provided with appropriate Health & Safety information upon arrival.
- Ensure that the reception area and entrance foyer are tidy and welcoming at all times.
- Answers and addresses all telephone enquiries on the main CISL line, including redirecting or communicating messages.
• Signs for and distributes courier and goods deliveries.
• Receives and sorts internal and external mail.
• Books taxis for visitors, overseas staff visiting the UK, and the Directorate.

**General administrative support**

• Provide general administrative support, and finance and HR support if/and as required by Business Operations and Human Resources managers.
• Maintain car parking book, visitor sign in and passes, CISL share bike and Botanical Garden Passes.
• Tidies notice boards, café meeting room and print room.
• Maintains kitchens, ensuring dishwashers are emptied daily, tea, coffee and milk consumables are refilled/ordered, area is clean, tidy and presentable, reports maintenance issues, empties recycling as required, etc.
• In the absence through sickness or holidays of the senior team members, deputise and cover accordingly.
• Other administrative duties as required.

**Directorate support**

• As required, provides administrative support to the Directorate. This includes but is not limited to;
  o Diary management;
  o Booking and managing travel arrangements for Directors, overseas visiting staff and guests, including ensuring all ancillary arrangements (insurance, currency, visa’s, etc.) are in place;
  o Organising meetings and small events, both external & internal;
  o Provide administrative support in the preparation for CISL Management Board meetings and regular internal meetings, this may include preparation of agenda, booking venue(s), setting up teleconferencing, sending out relevant documents, invitations and directions, ordering catering, etc.;
  o Financial administration, including prepares Directorate expenses claims and processes pre-approved invoices for payment;
  o Liaison with international offices;
  o Document management and correspondence, including as required typing of letters and emails for Directorate, preparation of documents, photocopying and scanning as necessary and franking post;
  o Entering contact details on departmental database.
## Person Profile
This section details the knowledge, skills and experience we require for the role.

### Education & qualifications
- A good general education to an A-level or equivalent.
- Prior experience as an Administrative Assistant or equivalent role, demonstrating an understanding of administration processes, practices and skills.

### Relevant experience
- Experience in a fast paced customer facing environment.
- Use of databases and demonstrable competence in standard PC software packages.
- Finance administration including preparation of purchase orders and expense claims.

### Interpersonal & communication skills
- Bright, friendly and helpful with the ability to interact positively with a wide range of people in a busy and demanding environment.
- Able to represent CISL in a professional manner, being at all times tactful, courteous and trustworthy.
- A confident and effective communicator with a first class telephone manner, with an ability to relay information accurately.
- Enthusiasm and willingness to undertake a variety of work, ranging from routine tasks to providing cover for the Directors EA/PA in absence.
- A positive, cooperative and flexible approach to work, demonstrate initiative and both work as part of a team and/or independently with minimal supervision.
- Ability to organise own work, set priorities and meet deadlines with a systematic approach to work assignments, ensuring accuracy, consistency and attention to detail.

### Additional requirements
- A demonstrable interest in Sustainability and committed to the values that underpin CISL's work (desirable).
- Liaising and interacting with directors, senior level leaders, executives and important high profile visitors (desirable).
Terms and Conditions

<table>
<thead>
<tr>
<th>Location</th>
<th>CISL Cambridge, 1 Trumpington street, Cambridge, CB2 1QA, UK</th>
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<tbody>
<tr>
<td>Working pattern</td>
<td>Full time</td>
</tr>
<tr>
<td>Hours of work</td>
<td>36.5 hours per week</td>
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<tr>
<td>Length of appointment</td>
<td>Permanent</td>
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<tr>
<td>Probation period</td>
<td>3 months</td>
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<tr>
<td>Annual leave</td>
<td>Full time employees are entitled to annual paid leave of 36 days inclusive of public holidays. 3 days exclusive of public holidays must be taken during the period when CISL closes over Christmas to New Year.</td>
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<tr>
<td>Pension eligibility</td>
<td>You will automatically be enrolled to become a member of Cambridge University Assistants’ Contributory Pension Scheme (CPS). Pension scheme details; including information about the legal requirement for the University to automatically enrol its eligible jobholders into a qualifying workplace pension scheme from 1 March 2013, is available at <a href="http://www.pensions.admin.cam.ac.uk/">http://www.pensions.admin.cam.ac.uk/</a>.</td>
</tr>
<tr>
<td>Retirement age</td>
<td>The University does not operate a retirement age for Assistant staff.</td>
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Screening Check Requirements

We have a legal responsibility to ensure that you have the right to work in the UK before you can start working for us. If you do not have the right to work in the UK already, any offer of employment we make to you will be conditional upon you gaining it. If you need further information, you may find the Right to Work page within the ‘Applying for a job’ section of the University’s Job Opportunities pages helpful (please see http://www.jobs.cam.ac.uk/right/have/).

Application Process

To submit an application for this vacancy, please click on the link in the ‘Apply online’ section of the advert published on the University’s Job Opportunities pages. This will route you to the University’s Web Recruitment System, where you will need to register an account (if you have not already) and log in before completing the online application form.

If you have any questions about this vacancy or the application process, please contact the CISL Human Resources team at human.resources@cisl.cam.ac.uk
General Information

**The University of Cambridge Institute for Sustainability Leadership**

The University of Cambridge Institute for Sustainability Leadership (CISL) brings together business, government and academia to find solutions to critical sustainability challenges. Capitalising on the excellent, multidisciplinary strengths of the University of Cambridge, CISL deepens leaders’ insight and understanding through its executive programmes; builds deep, strategic engagement with leadership companies; and creates opportunities for collaborative enquiry and action through its business platforms.

Over 25 years, we have developed a leadership network with more than 7,000 alumni from leading global organisations and an expert team of Fellows, Senior Associates and staff. HRH The Prince of Wales is the Royal Founding Patron of CISL, has inspired, and supported many of our initiatives.

Our aim is to help influential individuals, major organisations and whole sectors work more effectively and strategically to address critical sustainability challenges and achieve paradigm shifts. Across complex and connected issues, we help leaders to develop strategies that reconcile profitability and sustainability and to work collaboratively with their peers to not only develop solutions to shared challenges but also catalyse real systems change.

We operate from offices in Cambridge, Brussels and Cape Town and we deliver projects on the ground in Europe, Africa, North and South America, Asia and Australia. CISL has a leadership network with more than 6,000 alumni from leading international organisations.

**The University of Cambridge**

The University is one of the world’s leading academic centres. It comprises 150 faculties and departments, together with a central administration and other institutions. Our institutions, museums and collections are a world-class resource for researchers, students and members of the public representing one of the country’s highest concentrations of internationally important collections.

The University has an annual income of £1.66 billion. Research income, won competitively from the UK Research Councils, the European Union (EU), major charities and industry, exceeds £400 million per annum and continues to grow. The Colleges and the University remain committed to admitting the best students regardless of their background and to investing considerable resources both in widening access and in financial support.

The 31 Colleges are self-governing, separate legal entities that appoint their own staff. Many academic staff are invited to join a College as a Teaching Fellow, which provides a further social and intellectual dimension. The Colleges admit students, provide student accommodation and deliver small group teaching. The University awards degrees and its faculties and departments provide lectures and seminars for students and determine the syllabi for teaching and conducting research.

The University’s estate is undergoing the most significant transformation in its history. Cambridge has been able to create a new science and technology campus to the west of the city centre, and is now expanding further to the north west of Cambridge including investing in affordable homes for University key workers and community facilities. Even with our continued development, the University remains within walking or cycling distance across the campus. The University is a major partner on the Cambridge Biomedical Campus.
and we continue to redevelop our historic city centre sites demonstrating our determination to ensure that we can offer the best facilities and opportunities for our staff and students.

Our instinct for seeking out excellence and setting up enduring and mutually beneficial collaborations has led us to establish strategic partnerships across the globe. Whether it is the successful Cambridge-Africa Programme involving universities in Ghana, Uganda and elsewhere on the African continent; or the close association with the government of India to pursue new research in crop science; or the creation, with Germany’s Max Planck Institutes, of a Cambridge-based centre for the study of ethics, human economy and social change – international partnerships are now an inextricable part of the University’s make-up.

There is much more information about the University at http://www.cam.ac.uk/univ/works/index.html that we hope you will find helpful.

**What the University can offer you**

We offer a comprehensive reward package to attract, motivate and retain high performing staff at all levels and in all areas of work. The University offers a wide range of competitive benefits, from family leave entitlement, to shopping and travel discount schemes. Our generous annual leave package contributes to the positive wellbeing of our University employees. Sabbatical leave enables academics to focus on research and scholarship, whilst still maintaining their full salary. The University also has a career break scheme for academic and academic-related staff, with additional flexible working policies for all other staff.

**CAMbens employee benefits**

We offer a CAMbens scheme for University employees, providing access to online and in-store shopping discounts and cashback. With more than 2,000 participating retailers, employees can save money on a wide range of household expenses, from groceries and clothes, to holidays and insurance and much more. A range of local discounts are available, helping employees to save money whilst also supporting local Cambridge businesses. CAMbens Cars and CAMbens Cycle to Work salary sacrifice schemes are also available, which enable employees to save money on transport costs. A 10% discount rate on the purchase of train season tickets, bulk buy tickets and an interest free travel to work loan are also available for staff of the University of Cambridge.

**Family-friendly policies**

The University recognises the importance of supporting its staff. We have a range of family-friendly policies to aid employees’ work-life balance including a generous maternity, adoption and shared parental leave entitlement of 18 weeks full pay and emergency family care support via My Family Care. In addition, our Ofsted rated ‘outstanding’ workplace nurseries, childcare vouchers, a childcare salary sacrifice scheme and a high quality holiday play scheme are available to help support University employees with caring responsibilities. The Newcomers and Visiting Scholars Group is an organisation within the University run by volunteers whose aim is to help newly arrived wives, husbands, partners and families of Visiting Scholars and members of the University to settle in Cambridge and give them an opportunity to meet local people.

**Your wellbeing**

The University’s Sport Centre, Counselling Services and Occupational Health are just some of the support services available to University employees to promote their physical and mental wellbeing. There are many societies in Cambridge catering for almost every taste and interest. Whether you want to take part in a sport, participate in music or drama, pursue a hobby, or join a political group, you will almost certainly find that a society exists for this purpose.
The University also hosts the Cambridge Science Festival and Cambridge Festival of Ideas, as well as Open Cambridge weekend, which together attract over 50,000 visitors per year. The festivals are a great opportunity to get your first taste of public engagement, through volunteering, supporting hands-on activities or proposing a talk.

**Pay and benefits**

The University salary structure includes automatic service-related pay progression in many of its grades and an annual cost of living increase. In addition to this, employees are rewarded for outstanding contribution through a number of regular pay progression schemes. The University offers attractive pensions schemes for employees, with an additional benefit of a salary exchange arrangement providing tax and national insurance savings. Payroll giving is also a simple, tax-efficient way for employees to donate to charity.

**Relocating to Cambridge**

The University Accommodation Service exists to help employees in their search for a rental home in Cambridge. A new University development at North West Cambridge called Eddington offers subsidised rented accommodation to University staff. The development consists of high quality furnished one and two bedroom apartments. For more information about the development and how to apply, please visit the website [www.nwcambridge.co.uk](http://www.nwcambridge.co.uk)

**Equality & diversity**

The University has a vibrant and varied community. We support and encourage under-represented groups and we value diversity. We welcome applications from individuals with disabilities. Our recruitment and selection procedures follow best practice. We have an Equal Opportunities Policy, along with a range of diversity networks for women, black and minority ethnic and lesbian, gay, bisexual and transgender staff. More details are available here: [http://www.equality.admin.cam.ac.uk/](http://www.equality.admin.cam.ac.uk/)

**Development opportunities**

We support new employees to settle in through various activities. The encouragement of career development for all staff is one of the University's values and we put this into practice through various services and initiatives. Our Personal and Professional Development Department provides development opportunities and courses for all University employees. These include face-to-face sessions, online learning modules and webinars. Employees may also apply for financial support to undertake training that will lead to a qualification. We offer reduced staff fees for University of Cambridge graduate courses and the opportunity to attend lectures and seminars held by University departments and institutions. The CareerStart@Cam programme also supports employees in assistant staff roles who do not hold higher education qualifications to develop their skills, experience and qualifications.

**Equality of Opportunity at the University**

We are committed to a proactive approach to equality, which includes supporting and encouraging all under-represented groups, promoting an inclusive culture and valuing diversity. We make selection decisions based on personal merit and an objective assessment against the criteria required for the post. We do not treat job applicants or members of staff less favourably than one another on the grounds of sex (including gender reassignment), marital or parental status, race, ethnic or national origin, colour, disability (including HIV status), sexual orientation, religion, age or socio-economic factors.

We have various diversity networks to help us progress equality; these include the Women’s Staff Network, the Disabled Staff Network, the Black and Minority Ethnic Staff Network and the Lesbian, Gay, Bisexual and Transgender Staff Network. In addition, we were ranked in the top 100 employers for lesbian, gay and
bisexual (LGB) staff in Stonewall’s Workplace Equality Index 2013 and we hold an Athena SWAN silver award at organisation level for promoting women in Science, Technology, Engineering and Medicine.

We are supportive of staff with caring responsibilities, such as through our flexible working, career break and returning carer’s schemes. We encourage individuals to include details of any breaks in employment due to caring responsibilities in applications for employment so that these can be taken into consideration in assessments made, where appropriate.

**Information if you have a Disability**

The University welcomes applications from individuals with disabilities and we are committed to ensuring fair treatment throughout the recruitment process. We will make adjustments to enable applicants to compete to the best of their ability wherever it is reasonable to do so, and, if successful, to assist them during their employment. Information for disabled applicants is available at [http://www.admin.cam.ac.uk/offices/hr/staff/disabled/](http://www.admin.cam.ac.uk/offices/hr/staff/disabled/).

We encourage you to declare any disability that you may have, and any reasonable adjustments that you may require, in the section provided for this purpose in the application form. This will enable us to accommodate your needs throughout the process as required. However, applicants and employees may declare a disability at any time.

If you prefer to discuss any special arrangements connected with a disability, please contact the CISL Human Resource, who are responsible for recruitment to this position, on +44 12237 68814 or by email on human.resources@cisl.cam.ac.uk.