# **University of Sunderland**

Role profile

### **Job title:**

Directorate Support Assistant

### **Grade:**

### C

### **Department:**

Innovation & Skills

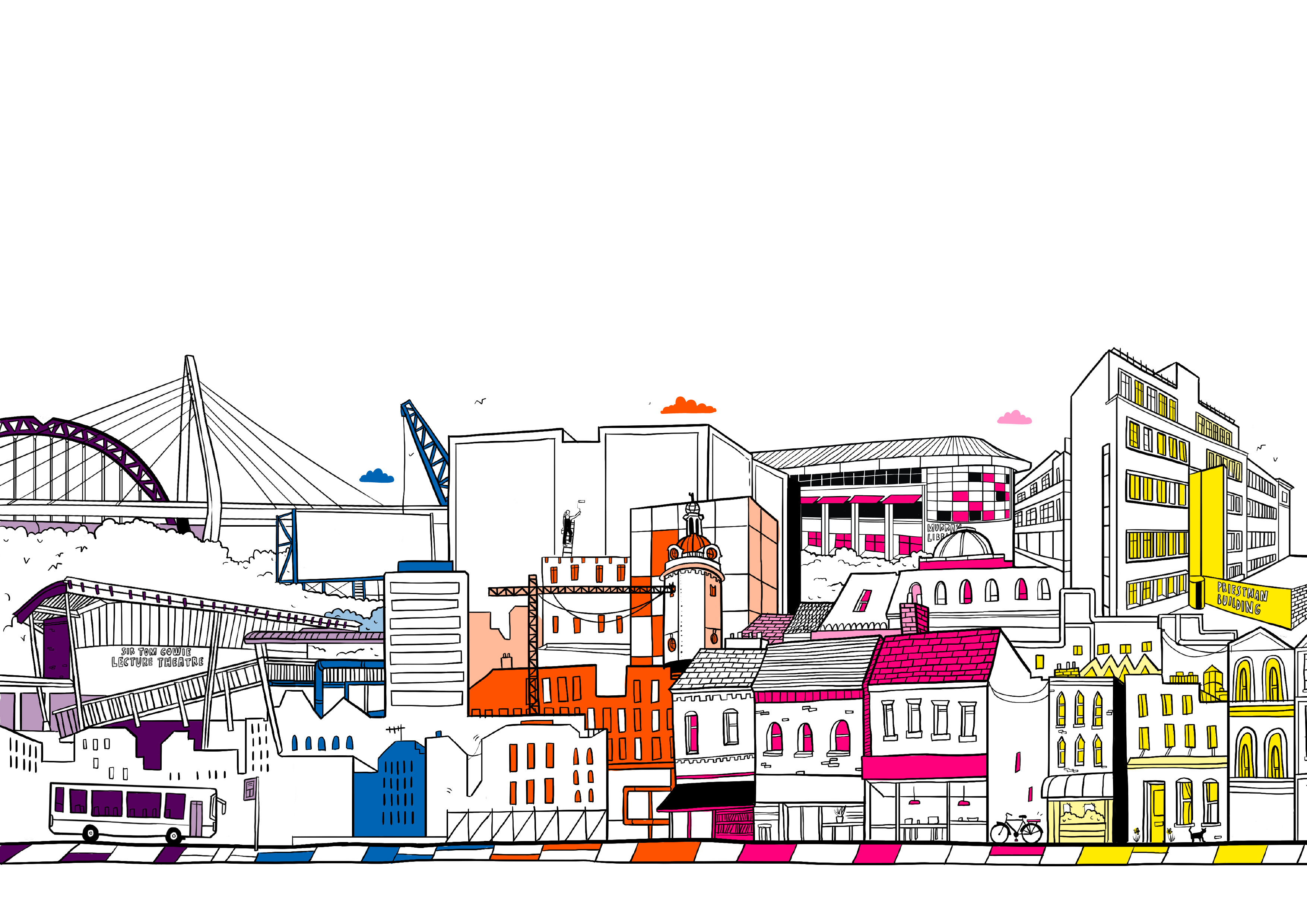
### **Location:**

Sunderland City Campus

### **Reports to:**

Sarah Redpath, Operations Manager, Innovation & Skills

### **Working hours:**

37 hours per week

### **The role:**

A great opportunity has arisen for an experienced Support Assistant to join the University’s Innovation & Skills (I&S) Directorate on a fixed term contract to 31st March 2026. Innovation & Skills is where the University meets the outside business world and it covers an exciting variety of activities: Research Commercialisation: Intellectual property - Patents, Licences and Spin-Off Companies; Knowledge Transfer Partnerships; Research Consultancy; Strategic Projects and Funding: Partnerships – Stakeholder Engagement – Tender Opportunities – Project Submissions ; Commercial Office Space; Events Space and Management and Skills: Apprenticeships & Continuing Professional Development (CPD).

Based at the City Campus in the centre of Sunderland, you will work closely with the Innovation & Skills Operations Manager. You will provide timely, high-quality customer and solutions focused business support for all aspects of the Innovation & Skills Directorate, as well as providing PA services to the Director, supporting the Service to meet its objectives, targets and outcomes.

### **The responsibilities**:

* Supporting a large team working across busy multi-site environments to enable them to achieve Directorate goals by:
* Employing excellent diary management, organisation and prioritisation skills and showing a high level of attention to detail.
* Providing administrative and operational support across the I&S team: inbox management; meeting support; event support; workflow support.
* Providing financial support across the I&S team: purchasing; reconciliation; tracking; queries
* Working closely with project teams: tender scanning and providing support at critical times.
* Providing PA services to the senior Director and organisational support to the Senior Management Team.
* Communicating effectively across the Directorate, the University and with wider Stakeholders.
* Building effective working relationships with colleagues and internal and external stakeholders.
* Supporting the Directorate People Plan: staff events & initiatives; induction; training compliance; wellbeing support & signposting.
* Supporting continuous improvement and customer journey initiatives.
* Supporting the Directorate Health Safety & Environment Action Plan.
* Signposting on governance and policy.

**Special circumstances:**

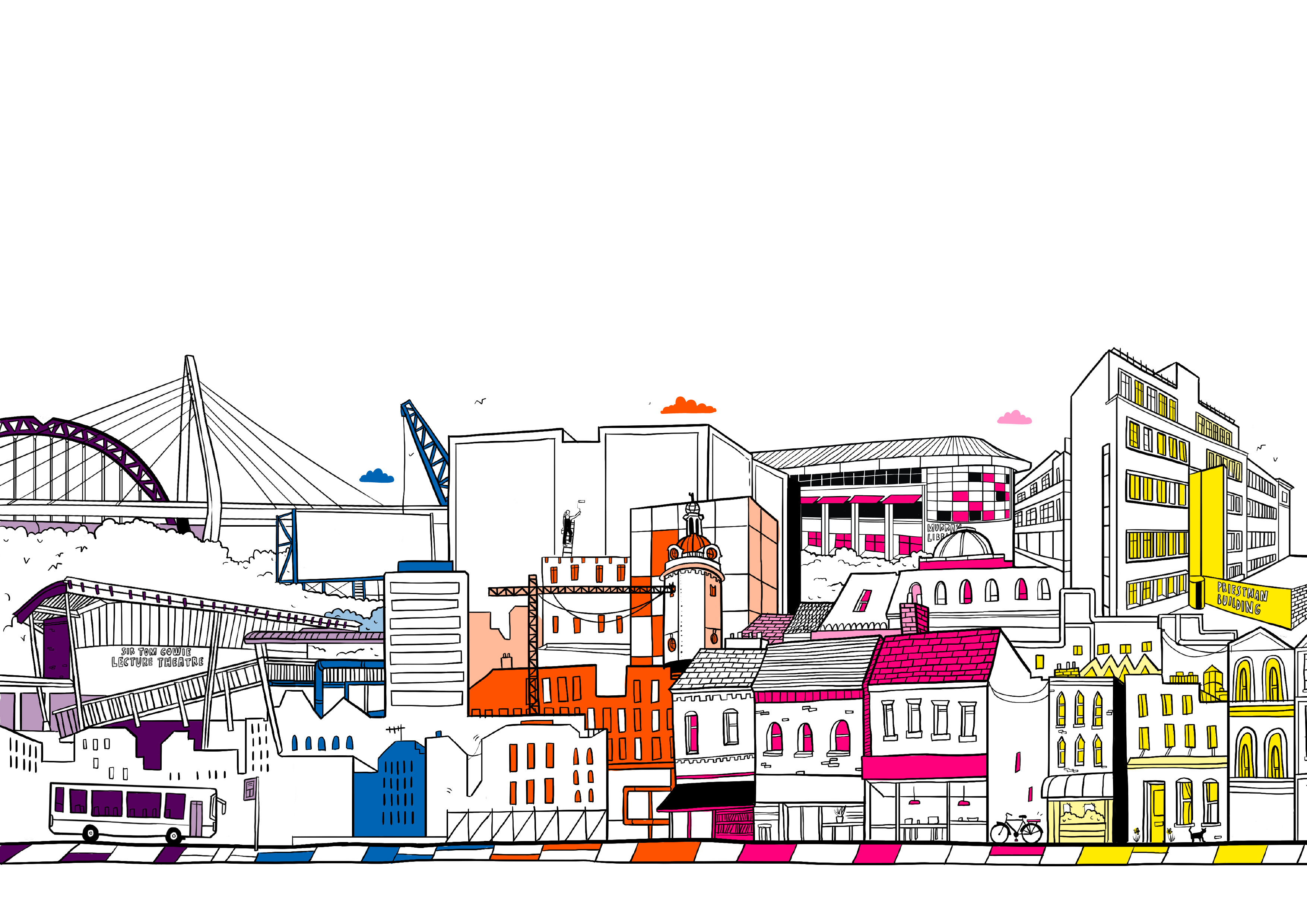
You may be required to work at events outside of City Campus from time to time which may require earlier start or later end of day than usual. These would always be arranged in advance.

### **The benefits:**

At The University of Sunderland, we are committed to creating a work environment where you can truly thrive. We recognise that our success is built on the dedication and talent of our people, which is why we have developed a benefits package designed to support you in every aspect of your life.

From generous annual leave and enhanced pay for important life events like maternity, paternity, or adoption, to flexible work options that help you balance life’s demands, we’ve got you covered. Our benefits also include access to our award-winning staff support networks, confidential employee assistance, discounts on major retail brands, leisure activities, travel to work, and more.

At Sunderland, we’re not just offering a job, we’re offering a place where you can grow, connect, and feel truly valued.



# **Who we’re looking for**

### Your qualifications include:

* A Level or NVQ Level 4 or equivalent.
* Maths and English GCSEs at grade C or above or equivalent.

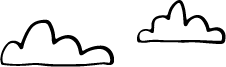
### Your experience includes:

* Significant experience of providing comprehensive administrative support.
* Proven experience of working to deadlines and prioritising a busy workload.
* Proven IT Skills in working with Microsoft Office packages, in particular Outlook, Teams, Excel, Word and Publisher.
* Providing diary management support to senior colleagues.
* Using a finance system for financial administration and processing.
* Processing invoices and accurate financial recording.
* Handling confidential material and ensuring data privacy.
* Evaluating and developing administrative processes.
* Taking minutes and providing administrative support to meetings, committees and projects.
* Experience of supporting events.
* Experience of providing support in relation to Health, Safety, Wellbeing and Environment.

**What we’re looking for**

Your expertise includes:

* Demonstrating honesty, loyalty, integrity, creativity and flexibility.
* Taking ownership and displaying resolve to be accountable for delivering against objectives.
* Strong communication and interpersonal skills.
* Ability to engage effectively and positively across a range of stakeholders both internal and external to the University.
* Self-confidence, demonstrating a 'can do' approach.
* Cultural awareness and a high level of commitment to equality, diversity, and inclusivity.



**Culture Framework:**

Our Culture Framework presents the way we do things at the University of Sunderland. It is a living document of our culture. It supports how we apply ourselves at work and it helps with our approach to making decisions and working with each other.

It is woven into all our people policies and procedures, supporting how colleagues are managed, recognised, and developed. Our values are our shared principles as an institution. We undertake actions to make them come to life. If you decide that a career with us is perfect for you, then these principles will lead and motivate your work every single day.



**INCLUSIVE**

We celebrate our diverse culture where everyone's contribution is welcomed and valued.

What role models do:

RESPECTFUL - Understand differences & respect Individuality

AUTHENTIC - Strive for honest & genuine interactions

DIVERSITY CHAMPIONS - Invite & listen to the views & opinions of others



**INSPIRING**

We will provide an inspiring, enterprising, and empowering experience for our students and staff.

What role models do:

ENTHUSIASTIC - Bring pride to the work we do, championing the work of others and our University

ENCOURAGING - Motivate & support others through meaningful feedback

LIFE-LONG LEARNERS - Continually seek opportunities to develop & share learning with others



**INNOVATIVE**

We value people for their creativity and update our knowledge and practice to enhance the student experience and improve our institutional performance.

What role models do:

CREATIVE - Look inside & outside of the University for inspiration

CURIOUS - Open to ideas, asking questions & challenging respectfully

SOLUTIONS FINDERS - Look for ways to continually improve & taking risks to make it happen



**COLLABORATIVE**

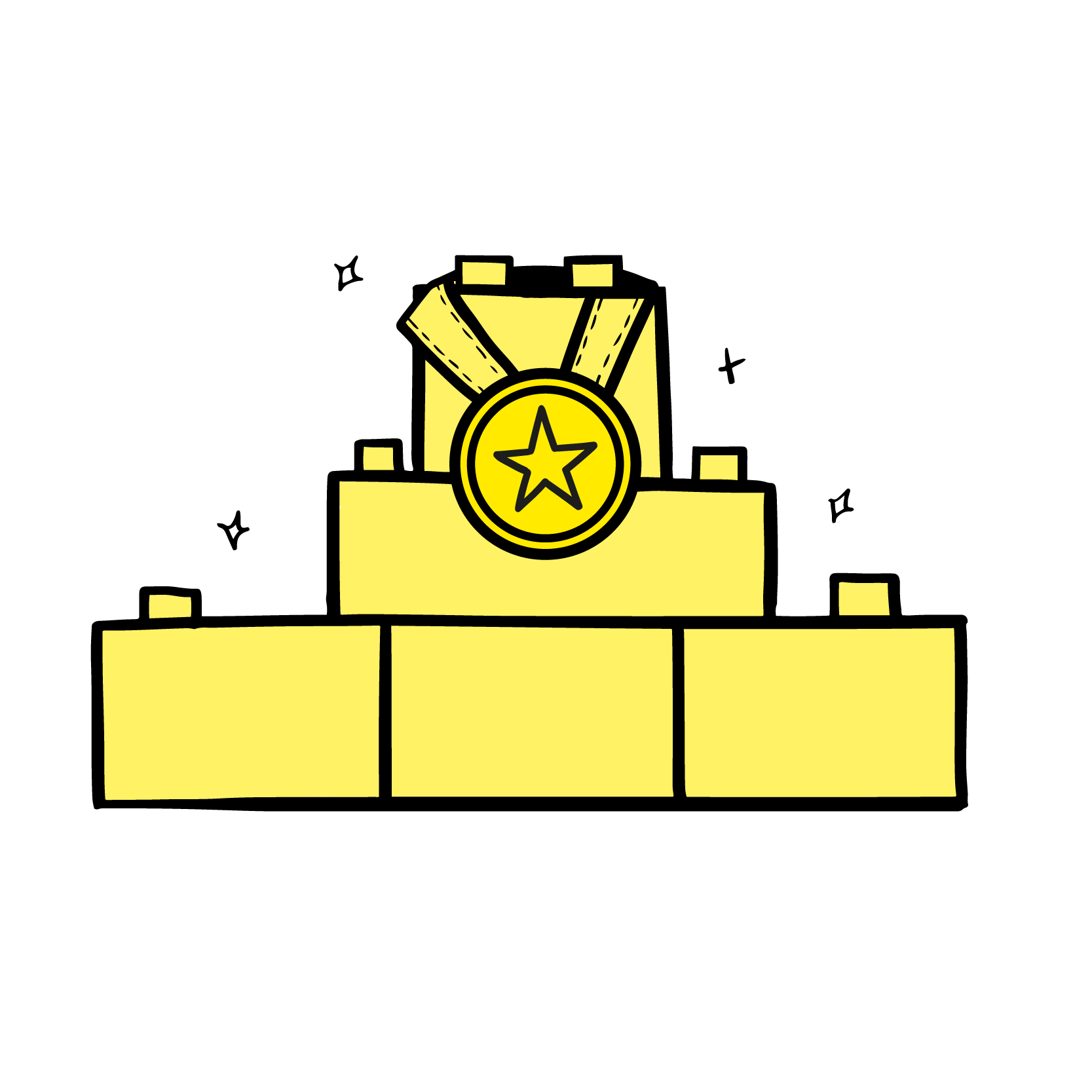
We work together as a community with our partners and build lasting relationships to achieve our shared ambition.

What role models do:

ACCOUNTABLE - Take ownership of our own work and our impact on others

COMMITTED - Share information and knowledge with others

RELATIONSHIP BUILDERS - Work effectively in our own teams but also involve others outside of our immediate teams or the University



**EXCELLENT**

We strive for EXCELLENCE in all that we do in teaching, learning, research and knowledge exchange, as well as in the services we provide to students and to each other.

To enable us to be excellent, we seek to act in ways that are INCLUSIVE, INSPIRING, INNOVATIVE & COLLABORATIVE.

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**SAF**

**Fit with Service Plans / KPI’s**

The key objective of the role is to provide high quality customer and solution focused administrative, financial and operational support right across the Innovation & Skills Directorate, covering all aspects of it's activities.

Directorate activities include: Research Commercialisation: Intellectual property - Patents, Licences and Spin-Off Companies; Knowledge Transfer Partnerships; Research Consultancy; Specialist Facilities Hire; Strategic Projects and Funding: Partnerships - Cross sector collaborations – Stakeholder Engagement – Tender Opportunities – Funding Applications; HE-BCIS institutional return; Knowledge Exchange Framework; Skills: Apprenticeships & Continuing Professional Development (CPD) and Commercial Office Space; Events Space and Management

Service Plan KPIs over the next year include; 1 spin out company per annum - doubling the KTP portfolio to 7 (targeting 15 by 2030); securing funding for 7 commercialisation projects; delivering £2m of funded projects; secure follow on funding; lead partner in UNEE; 10% YOY growth in CPD & Apprenticeships; 10% YOY growth in commercial buildings & event income; Innovative and Skilled People - Our people will be our strength. We will live our values collaboratively and inclusively and we will be highly innovative in our thinking. We will follow our own core aims and ensure that our people are highly skilled through training and able to produce inspiring and excellent results.

**Justification for position**

This position is a core enabling support role. In not only supports the day-to-day organisation of the Directorate, it also is targeted with enabling others to achieve high levels of performance and delivery to enable them to achieve/exceed Directorate targets.

The post holder provides support to a large team working across busy multi-site environments. They work closely with the Operations Manager supporting workflow across the whole team, helping to prioritise, organise and schedule tasks. They also provide administrative support in the form of inbox management; signposting on governance and policy; meeting support (agendas, minutes, actions & follow-on); event support (venue booking; invitations; set up; reception; follow-on) and financial support in the form of purchasing; reconciliation; expense processing; tracking and queries. They provide PA services to the senior Director and organisational support to the Senior Management Team. They work closely with project teams, tender scanning and scheduling, and their resource is flexed to provide additional support at critical times. Communication is a key element of the position. The post holder communicates across the Directorate, the University and with wider external Stakeholders in a way that builds effective working relationships. This includes building strong working relationships with Directorate colleagues and Support Staff in other Services and Faculties as well as senior colleagues and senior external stakeholders. It also includes being a lead communicator on the Directorate's Teams Team, updating the I&S SharePoint pages and routinely checking the University Business website pages to ensure they are up to date, compliant and productive. The post holder supports the delivery of the Directorate People Plan in the form of supporting staff events & initiatives; staff inductions; ensuring training compliance and providing wellbeing support & signposting and they also support the delivery of the Directorate Health Safety & Environment Action Plan, often taking up H&S roles and responsibilities such as: ASHECC; Fire Warden; DSE assessment; internal inspections; SHE assure reporting; PEEPs and supporting inclusion passports and care plans. Finally, across the piece, they support on work to continuously improve the customer journey and business efficiency.