

## **Job Detail**

(Overview, Role Detail and Person Specification)

# **Offices of the Vice-Chancellor**

**PA/ Directorate Support Officer – Grade 5  
(Ref: MPF2046)**

## **Role title: PA/ Directorate Support Officer**

### **Reports to: Operations Manager – Vice-Chancellor's Office**

#### **Overview**

The Vice-Chancellor and the Executive are leading the delivery of our exciting and ambitious vision for the University, as such, they require outstanding support to enable them to effectively drive forward the University's strategic objectives. The PA/Directorate Support Officer is responsible for supporting administrative activity of the Office of the Vice-Chancellor, ensuring the smooth & efficient completion of all tasks. The role forms an integral part of the Executive Support Team and will work closely with the wider team to ensure the effective administration of the Office of the Vice-Chancellor.

#### **Role Purpose**

Reporting to the Operations Manager, the PA/Directorate Support Officer will provide high level, confidential and comprehensive PA and administrative support to members of the VCO. To deliver the challenges of this role the PA/ Directorate Support Officer will be expected to demonstrate high levels of initiative, outstanding time management and organisational skills and be creative, energetic, open and collaborative.

The post supports a busy Directorate and will be expected to work closely with the Operations Manager and Executive Assistants as part of a pooled support team.

#### **Responsibilities**

- To act as part of a team providing a pooled support function to the Vice-Chancellor's Executive members in order to deliver the operational requirements of the Executive team. Providing administrative support at the discretion and direction of the Operations Manager, including financial and administrative processes in line with university procedures;
- Manage accurately the complex diary and inbox of assigned members of the VCO
- Provide efficient, effective, professional and confidential support to assigned members of the VCO to ensure the effective running of the office.
- Work on own initiative to meet competing demands and to resolve problems.
- Provide general administrative support across the VCO to ensure the smooth running of key front line and back office activities.
- Manage and service internal and external meetings and events and coordinate formal and informal events.
- Deal with incoming correspondence with discretion and courtesy and produce confidential letters, reports and electronic presentations as required.
- Manage travel arrangements for members of the VCO, including complex international travel as required.
- Manage events and projects as required within the Directorate, including investigation, analysis and the gathering of information from various sources, and monitoring the progress of these activities accordingly.
- Participate in internal and external working groups and projects as required.

- Initiate reports and documents of a confidential nature and other matters which require a significant degree of discretion to be exercised.
- Maintain and develop filing systems, operational procedures and technological solutions for the secure retention of information relating to the Directorate.
- Process and maintain accurate records using spreadsheets, various University databases and software systems, and provide statistical information and reports as necessary.
- Work effectively as a team member, providing support when colleagues are absent and working to shared objectives when this is required.
- Work positively and creatively to support the Directorate, particularly during busy workloads when flexibility in working hours may be required.
- Support front line business activities within the Directorate and volunteer for at least three events during the academic year.
- Perform any other duties appropriate to the grade as may be required by the Operations Manager
- Comply with the personal health and safety responsibilities specified in the University Health and Safety policy.
- Engage with the University's commitment to put our students first and deliver services which are customer orientated, represent value for money and contribute to the financial and environmental sustainability of the University when undertaking all duties and aspects of the role.
- Promote equality and diversity for students and staff and sustain an inclusive and supportive study and work environment in accordance with University policy.
- To ensure that sensitive and confidential issues are handles in an appropriate manner.

This role detail is a guide to the work you will initially be required to undertake. It may be changed from time to time to meet changing circumstances. It does not form part of your Contract of Employment.

## Person Specification

### Qualifications

	The successful candidate should have:	Essential/ Desirable	Tested by* A, I, P, T
1	A good standard of general education, normally to include English and Maths to GCSE level (or equivalent) Grade C and above.	E	A
2	Hold recognised PA or secretarial qualifications.	D	A

### Background & Experience

	The successful candidate should have:	Essential/ Desirable	Tested by* A, I, P, T
3	Excellent communication skills with the ability to present oral and written information clearly.	E	A, I, T
4	Significant experience of providing senior level administrative support in a dynamic and demanding environment.	E	A, I
5	Experience of complex diary management and handling a wide range of activities and prioritising these effectively.	E	A, I, T
6	Experience of meetings administration and taking minutes.	E	A, I
7	Experience of working in a higher education environment.	D	A, I

### Knowledge

	The successful candidate should have demonstrable knowledge of:	Essential/ Desirable	Tested by* A, I, P, T
8	Office based practices and procedures, including maintenance of filing systems.	E	A
9	Word processing, PowerPoint (and similar) spreadsheets and working with databases.	E	A, I, T

### Skills & Competencies

	The successful candidate should demonstrate:	Essential/ Desirable	Tested by* A, I, P, T
10	The capacity to provide senior administrative support.	E	A, I
11	The ability to use initiative and make effective decisions.	E	A, I
12	The ability to use a comprehensive range of IT software including Microsoft Office applications; email and on-line diary management; and the willingness to train in additional IT skills as and when required.	E	A, I, T
13	An excellent level of accuracy and attention to detail, and the ability to work to very tight timeframes.	E	A, I
14	An outstanding commitment to customer service.	E	A, I
15	An aptitude for working in a fast-paced and demanding environment.	E	A, I
16	Outstanding communication, relationship building and networking skills.	E	A, I
17	Reliability, conscientiousness and the ability to maintain confidentiality.	E	A, I

**A = Application form, I = Interview, P = Presentation, T = Test**

Details of any assessments required will be provided in the invitation to interview letter.

- Appointments to grades 1 to 6 will normally include a competency based interview and work based simulation exercise.

### **Candidate guidance**

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Within your supporting statement you should describe how your skills and experience match the criteria listed in the person specification. Please provide narrative to each of the key sections (Background & Experience, Knowledge and Skills & Competencies).

Strong applications will demonstrate experience relevant to the essential and desirable criteria. You should aim to be as concise and succinct as possible when providing your narrative, as this will greatly assist the shortlisting panel in reviewing your application.

