

## Candidate Information

**Position:** PA to Director  
**School/Department:** MRCI Directorate Office  
**Reference:** 21/109002  
**Closing Date:** Monday 2 August 2021  
**Salary:** £24,461- £28,331 per annum  
**Anticipated Interview Date:** Tuesday 17 August 2021

### JOB PURPOSE:

Responsible for delivering a high-level, comprehensive and professional PA and administrative service to support the work of the Director and the functions within MRCI. The post holder will work pro-actively and collaboratively with other members of the Director's Office, MRCI Senior Team and the broader University e.g. VC's Office.

### MAJOR DUTIES:

1. Provide confidential and effective PA and administrative support to the Director, including the organisation of office procedures and the coordination of senior management team activities, e.g. meetings, work programmes, progress updates, briefing sessions and related matters.
2. Manage and organise the work of the Director including mail, preparation of confidential reports for a range of core University committees to an appropriate level of quality, researching background information and processing daily correspondence ensuring prompt, accurate and efficient action.
3. Manage the Director's complex diary, prioritising the many conflicting pressures, and ensure all necessary documentation is available to the Director in advance of meetings, liaising with colleagues within MRCI and across the University as appropriate.
4. Supervise team members as and when required, including induction and training, diary management, task allocation and Directorate processes.
5. Provide committee administrative support as required for meetings chaired by senior University personnel. Attend and service meetings as requested by the Director: planning agendas, collating meeting papers, taking minutes and monitoring and driving any agreed follow-up action.
6. Demonstrate a high level of initiative/expertise and ability to manage conflicting demands to deal with a wide range of queries received within the Director's Office. Liaise with high-level senior staff both within and outside of the University, ensuring a high level of customer service in alignment with the standards required from all staff in the University. In particular, very close liaison with the Vice-Chancellor's Office, Registrar's Office, and Faculty offices.
7. Provide an effective and efficient customer focused service by taking ownership of customer enquiries/complaints to ensure a satisfactory outcome is achieved for the customer, with the aim of resolving all enquiries at the initial point of contact.
8. Build channels of communication with key contacts around the University, and externally, in order to develop excellent working relationships and promote a positive and professional image.
9. Coordinate and complete domestic and international travel and conference arrangements, authorised by the Director, pertaining to the Director's Office and other senior colleagues across the University as required.
10. Arrange and provide support for Directorate-led events in conjunction with relevant colleagues within MRCI and across the University.
11. Assist in the planning and co-ordinating of projects and events, helping to produce reports and recommendations as required. This could include undertaking independent research as required for various projects and activities. Assist in monitoring the progress of projects and activities against agreed action plans, chasing up actions, obtaining feedback and providing clear and concise progress reports.
12. Distribute information direct from the Director in a clear and concise manner, and assist with paper writing, preparation of briefings and presentations for internal and external audiences, as required.

13. Provide confidential support to the MRCI senior team in the production of reports for a variety of University committees, the Team Brief, and the Registrar's sweep, to an appropriate level of quality.
14. Work in a flexible manner to support other MRCI units, broader University colleagues and external stakeholders, as required, in meeting University standards in the production of committee documentation/corporate returns to an appropriate standard and in a timely manner. Support MRCI units' activities during periods of key staff absence.
15. Assist the Director in managing and addressing all confidential issues, including grievances, disciplinary issues, and performance management.
16. Responsible for ensuring appropriate systems/processes in place to meet University requirements in relation to answering telephones, responding to email/hardcopy correspondence, and ensuring appropriate response to internal and external enquiries, passing complex issues onto more senior staff as appropriate. Handle with discretion, confidential and sensitive issues raised by members of staff.
17. Support the Administrator in managing the service provided within the Student Plus Reception in support of prospective students and parents etc. during the annual Admissions Clearing period.
18. Responsible for maintaining accurate records of staff annual leave, sickness absence etc and for inputting/ retrieving data onto relevant University online systems to inform production of reports for the Director.
19. Act as Inventory Officer, Building Liaison Officer, iTrent Training Administrator, Nominated Buyer, Fire Warden and SharePoint Contributor, for the Director's office. Maintain oversight of the MRCI website and liaise with the Website Manager with regard to any updates.
20. Deputise for the Administrator during periods of absence. Such other duties as may be required and fall within the general ambit of the post.

#### **Planning and Organising:**

1. Prioritise own work to meet the demands of the Director's Office to ensure deadlines are met and that work produced is of a high standard.
2. Manage the Director's diary to balance commitments appropriately across a range of complex requirements relating to key University/external meetings and critical business priorities.
3. Schedule MRCI-led committees/project groups, often involving senior University staff, to align with relevant core meetings and in the context of business need. Liaise regularly with relevant colleagues to drive appropriate and timely response to reporting/other requirements, to support the Director and the Administrator in meeting corporate reporting/committee deadlines.
4. Forward planning on a weekly/daily basis to prepare for Director's meetings, events, activities etc in the context of challenging and changing priorities.
5. Arrange and support Directorate and University meetings as required and drive agreed actions.
6. To be mindful of regulations and legislation on both data protection and freedom of information, and to safeguard standards of security/confidentiality where these relate to the School or University.

#### **Resource Management Responsibilities:**

1. Supervise, mentor, and support the Grade 4 clerical officer in undertaking the role; assign tasks appropriate to the role in the context of developing the member of staff in preparation for promotional opportunities that may arise.
2. Support the Director and Administrator by:  
Ensuring work is completed to the required timescales and appropriate standards.
3. Ensure adequate resources in place, e.g. University stationery, general office supplies, to meet the needs of the business.
4. Responsible for ensuring appropriate processing of central office orders and invoices on the University's financial system, P2P, and for petty cash, purchase card reconciliation, and ordering stock etc.
5. Responsible for inventory, general maintenance, servicing and repair of equipment within the Director's Office.

#### **Internal and External Relationships:**

1. Deal with a wide range of complex, high level, and confidential enquiries in a timely, sensitive and competent manner.
2. Daily contact with a wide range of staff at all levels throughout the University in relation to service provision, and liaison with appropriate University departments in relation to University procedures.
3. Extensive contact with a wide range of external bodies (international, business sector, tourism, commercial enterprises).

#### **ESSENTIAL CRITERIA:**

1. Academic and/or vocational qualifications ie. NVQ Level 3, A Levels or equivalent in relevant subject, and substantial relevant experience.

2. At least 4 years' relevant specialised experience of support in a PA role for a senior manager gained within a large private or public sector organisation to include experience of:
  - Working closely with senior managers on a range of complex and confidential matters and taking responsibility for delegated action.
  - Ability to demonstrate a high level of committee servicing, including minute taking, drafting agendas, collating and issuing papers and ensuring actions are implemented.
  - Experience in managing a complex, electronic diary.
  - Administration of financial accounts.
3. Cultural sensitivity and experience of working with partners and stakeholders in the University strategic markets (eg. Americas, Indias, China and Hong Kong, Middle East and Africa, South East Asia).
4. IT literacy and up-to-date knowledge of relevant software, computeure packages and information systems (MS Office, Email, Microsoft Teams, etc.), website content management and external presentations.
5. Demonstrable knowledge of data protection principles, data management and data confidentiality.
6. Strong time management and organisational skills and ability to plan and organise short-term activities and events.
7. Excellent oral/written communication skills and ability to produce accurate correspondence and papers.
8. Good interpersonal skills with ability to understand and interpret the requirements of other staff.
9. Ability to work as part of a busy team delivering to tight deadlines within an expanding and changing commercial environment.
10. Keen awareness of the importance of confidentiality and ability to handle sensitive issues.
11. Demonstrable ability to respond to new challenges.
12. Demonstrate ability to work independently, to use and act on own initiative to make balanced decisions are extremely important

**DESIRABLE CRITERIA:**

1. Knowledge of University systems and procedures, committee structure and flow of business.
2. Experience of working with Higher Education partners (e.g. INTO).
3. Clear understanding of legislative regulations and codes of practice associated with the work of the Directorate.