

Candidate Information

Position:	PA to Head of School
School/Department:	Queen's Management School
Reference:	22/110205
Closing Date:	Monday 3 October 2022
Salary:	£25,642 - £29,619 per annum
Anticipated Interview Date:	Monday 24 and Tuesday 25 October 2022
Duration:	Permanent

JOB PURPOSE:

To provide comprehensive, professional, and confidential secretarial support to the Dean/HOS and School Manager (SM) at QMS. To be responsible for the smooth operation of all aspects of the Dean/HOS Office. To collaborate closely with the Dean/HOS, School Manager (SM) and Dean/HOS Office to ensure an efficient, effective, and quality-driven service which may, on occasion, include the supervision of support staff.

This role is challenging and demanding and would best suit a candidate who enjoys a very fast-paced varied environment.

MAJOR DUTIES:

1. Providing a confidential and efficient PA service. Organising and supporting the work of the Dean/HOS Office by coordinating and managing diaries (Dean/HOS & SM), scheduling, and prioritising meetings, arranging all aspects of travel, and dealing with confidential and sensitive matters.
2. Responsible for drafting routine and non-routine correspondence (often highly confidential), and dealing with the flow of information into, through, and out of the QMS on behalf of the Dean/HOS and SM.
3. Responding to and using initiative to deal professionally and courteously with internal/external enquiries.
4. Responsible for financial administration, as required by the Dean/HOS and SM, including monitoring School finances through QFIS in line with University rules and regulations. Acting as the School Nominated Buyer.
5. Researching topics or issues, on behalf of the Dean/HOS office, analysing information and providing confidential reports and papers.
6. Organising and servicing School meetings, as requested, including preparing and circulating agendas, minutes, and papers, and compiling actions lists to include the School Management Committee, International Advisory Board, Operations Board, Heads of Department meetings, and other relevant committees. Implementing an effective bring-forward system of actions to ensure all School activities are followed up.
7. Effective management of processes to include staff induction, Visiting and Honorary titles, Personal Development Reviews, promotions, sabbaticals, salary reviews, committee terms of reference, probationary procedures, HESA returns, fixed-term contracts, and disciplinary matters amongst others.
8. Working closely with the School Secretary and deputise as and when necessary, undertaking full duties of that post to include maintaining QMS Electronic School Personnel records.
9. Setting up and maintaining confidential electronic and manual filing systems in accordance with the University's responsibility to employment legislation, e.g., Data Protection Act, and Freedom of Information Act.
10. Liaising, on behalf of the Dean/HOS, with other members of School and University staff and outside bodies using tact and diplomacy; providing support and advice to the Dean/HOS and SM on relevant administrative matters within the School.
11. Undertaking administration required for the Dean/HOS office activities, including updating staff handbooks, and liaising with Professional Bodies and Committees as appropriate.
12. Co-ordinates the additional staff database for the School through QOL. Liaising with the appropriate directorate and providing temporary staff cards. Monitoring and ensuring correct details are in place and that signed data protection information is recorded.

13. Establishing and maintaining a calendar of School meetings and events throughout the year. Assisting with the organisation of School events as directed by the Dean/HOS and SM, including undertaking room bookings and catering orders for such events.
14. Such other duties as may be required, and that fall within the general ambit of the post.

ESSENTIAL CRITERIA:

1. Academic and/or vocational qualifications i.e., NVQ Level 3, A levels in a relevant subject (or equivalent).
2. 4 years of relevant work experience, with a minimum of 2 years as a dedicated PA/Secretary to a senior manager/s to include:
 - Committee Servicing
 - Event Management
 - Supervisory Skills
3. IT literacy and up to date knowledge of relevant computer packages and information systems.
4. Ability to work as part of a team.
5. Ability to present information to others.
6. Ability to use initiative and work independently.
7. Ability to deal with sensitive and confidential matters.
8. Organisational and time management skills and ability to plan work, organise resources and events and solve problems.
9. Ability to assign tasks to others and be responsible for ensuring work is completed to the required timescales and standards.
10. Excellent oral and written communication skills.
11. Initiative.
12. Negotiation skills.
13. Confidentiality.
14. Tact & Diplomacy.
15. Flexible and willing to adapt to new tasks and duties.
16. Work irregular hours on occasion.

DESIRABLE CRITERIA:

1. RSA/OCR Stage 3 (Parts 1 and 2) Typewriting/Text Processing/Word Processing.
2. Comprehensive knowledge and experience of university policies, procedures & regulations.