



Candidate Information

Position:	Personal Assistant to Head of Public Engagement
School/Department:	Civic Engagement and Social Responsibility
Reference:	22/110545
Closing Date:	Monday 6 February 2023
Salary:	£22,662 - £24,948 per annum
Anticipated Interview Date:	Friday 17 February 2023
Duration:	Permanent

JOB PURPOSE:

Responsible for delivering a comprehensive and professional PA/ secretarial service to support the work of the Head of Public Engagement, including the efficient and effective organisation of the Public Engagement Unit.

MAJOR DUTIES:

1. Provide a confidential (and often complex) PA service to the Head of Public Engagement, including the organisation of office procedures and the efficient and effective coordination of senior management team activities, e.g. arranging meetings, work programmes, progress updates, briefing sessions and related matters.
2. Manage and organise the work of the Head of Public Engagement 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 complex diary of Head of Public Engagement, prioritising the many conflicting pressures, and ensure all necessary documentation is available in advance of meetings, liaising with Colleagues across the University as appropriate.
4. Facilitate arrangement and servicing of meetings including production of agenda, minutes and papers, and monitoring and driving any agreed follow-up action.
5. Engagement with senior staff within the Directorate, the University and with outside bodies, ensuring a high level of customer service in alignment with the standards required from all staff in the University.
6. Responsible for providing financial management support - monitoring the Public Engagement budget, including working with budget holders to ensure accurate forecasting in line with University timelines and monitoring of spend. Collation of budget reports for submission to the Director of Civic Engagement and Social Responsibility in a timely manner.
7. 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.
8. Ensure that electronic confidential filing systems are organised and maintained in a manner that facilitates easy access to historical information and also ensures compliance with the University's responsibility to relevant GDPR legislation, i.e. Data Protection Act.
9. Maintain stationery and other stock levels, and report and manage repair of any defects/issues relating to equipment, to ensure business continuity.
10. Provide support for financial administration by ensuring that purchase orders, invoices, petty cash, stationery supplies and expense claims are processed within established procedures including Qfis, purchase card.
11. 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.
12. Act as Inventory Officer, Building Liaison Officer, SharePoint Contributor, for the Director's office. Maintain oversight of the Public Engagement website and liaise with the Website Manager with regard to any updates.
13. Such other duties as may be required and fall within the general ambit of the post.

ESSENTIAL CRITERIA:

1. A minimum of 5 GCSEs at Grade C or above (or equivalent) to include English Language and Mathematics or NVQ Level 2 Administration or equivalent.
2. A minimum of 3 years' (demonstrable) recent (three years' within the last six years') relevant work experience in a similar environment.
3. Relevant experience and ability to demonstrate a high level in committee servicing.
4. Relevant experience in managing a complex diary.
5. Experience and up to date knowledge of a wide range of IT systems including Microsoft Word, Excel, PowerPoint, Outlook, database systems and website development.
6. Keen awareness of the importance of confidentiality and ability to handle sensitive issues.
7. Strong time management and organisational skills.
8. Excellent oral/written communication skills and ability to produce accurate correspondence and papers.
9. Good interpersonal skills with ability to understand and interpret the requirements of other staff.
10. Ability to work as part of a busy team delivering to tight deadlines within an expanding and changing commercial environment.
11. Flexible, willing to adapt to new tasks and duties.

DESIRABLE CRITERIA:

1. RSA/OCR Stage 2 word processing/shorthand/speedwriting (or equivalent).
2. Minimum of 2 years' recent relevant experience as a dedicated PA/ Secretary to a Senior Manager.
3. Relevant experience of working in Higher Education.
4. Relevant experience of using financial systems.
5. Demonstrable knowledge of University's systems and procedures such as Qfis, Qsis etc.
6. Demonstrable good knowledge of University committee structure and flow of business.