



## Candidate Information

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| <b>Position:</b>                   | Personal Assistant to Director of Innovation/CEO |
| <b>School/Department:</b>          | Research and Enterprise                          |
| <b>Reference:</b>                  | 24/111606  |
| <b>Closing Date:</b>               | Monday 18 March 2024                             |
| <b>Salary:</b>                     | £28,539 - £33,642 per annum                      |
| <b>Anticipated Interview Date:</b> | Thursday 28 March 2024                           |
| <b>Duration:</b>                   | Permanent - Full Time                            |

### JOB PURPOSE:

Responsible for delivering a high-level, comprehensive and professional PA and administrative service to support the work of the Director/CEO. The post holder will work pro-actively and collaboratively with other members of the team, the broader University and senior level internal and external stakeholders (eg. VC's Office, Local Authority Leadership teams, investors and company CEOs).

### MAJOR DUTIES:

1. Provide confidential and effective PA and administrative support to the Director/CEO, including the organisation and coordination of senior management activities, e.g. meetings, briefings, travel, and minute taking.
2. Manage the Director/CEO's complex diary, prioritising the many conflicting pressures and ensuring all necessary documentation and briefing information is available in advance of meetings, liaising with colleagues within the team, and relevant project teams, across the University and with external stakeholders as appropriate.
3. Draft, amend and distribute reports, memos and contracts. Ensuring that papers, documents and other relevant information are available to staff.
4. Provide committee administrative support for working groups and meetings chaired by senior University personnel as required. Attend and service meetings as requested by the Director/CEO: preparing agendas, collating meeting papers, taking minutes, and handling follow-up correspondence.
5. Supervise clerical staff as and when required, including training, task allocation, monitoring and reviewing individual and team progress and performance.
6. Manage conflicting demands to deal with a wide range of queries received within the office from within the University and outside organisations. Liaise with senior level internal and external stakeholders, ensuring a high level of customer service in alignment with the standards required and passing complex issues on to more senior staff as appropriate. Handle and sensitive queries with discretion and in a confidential manner.
7. Communicate with key contacts from within the University and external organisations in order to develop excellent working relationships.
8. Arrange, coordinate and provide support for a range of senior level events in conjunction with colleagues and with external organisations.
9. Assist in the planning and co-ordinating of projects and events, carrying out analysis of information and data as directed. Identifying issues which require addressing and presenting results accurately and appropriately (eg. preparation of presentations and briefing notes).
10. Oversee support to the Qubis team, communicating with internal and external departments as necessary to manage travel and conference arrangements, supply and maintenance of equipment and other purchasing.
11. Monitor current processes and make proposals for improving service through suggestions for changing current working methods, standards and processes. Implement any changes as requested by senior colleagues, using discretion and initiative to ensure the service can continue to meet agreed quality standards, guidelines and procedures.
12. Assist with the management of budgets and associated funds, including monitoring expenditure against budgets, processing payments, recording information in Excel and generating reports as required.
13. Support office management, ensuring office supplies and office upkeep are of a high quality.

14. Manage the manual and electronic filing systems, develop and refine the system as appropriate, in consultation with other staff.
15. Carry out any other duties which are appropriate to the post as may be reasonably required.

**ESSENTIAL CRITERIA:**

1. Academic and/or vocational qualifications i.e. NVQ Level 3, A levels in relevant subject (or equivalent).
2. 4 years relevant experience in a complex administrative office environment to include experience of:
  - Providing personal assistant duties at senior executive level.
  - Committee servicing at the highest levels within an organisation (e.g. CEO level meetings or similar).
  - Organisational skills (including circulating invites, drafting agendas, collating papers, taking and drafting minutes).
  - Planning and organising short and long term activities and events.
  - Evidence of supporting major projects of significant scale and complexity.
  - Developing and enhancing working methods and processes.
3. Experience of handling confidential/ sensitive information with discretion.
4. Knowledge of University processes, policies and procedures.
5. Up to date practical knowledge of relevant software packages including Microsoft Office, in a working environment.
6. Excellent oral and written communication skills and ability to produce detailed, high quality reports.
7. Ability to provide effective customer service to required quality standard.
8. Good interpersonal skills, including the ability to motivate and organise others.
9. Ability to work on own initiative and as part of a team.
10. Flexible, resilient and willing to adapt to new tasks and duties.

**DESIRABLE CRITERIA:**

1. Postgraduate degree.
2. Supervisory and management experience.
3. Experience of financial processing and procurement in a large organisation.
4. Experience of working in Higher Education environment or similar.
5. Knowledge and understanding of research and wider economic development policies.
6. Experience of working with the academic community.