

Candidate Information

Position: PA to Head of School
School/Department: School of Nursing and Midwifery
Reference: 24/112087
Closing Date: Monday 5 August 2024
Salary: £30,948 - £35,492 per annum
Anticipated Interview Date: Friday 16 August 2024

JOB PURPOSE:

To provide comprehensive, professional, and confidential secretarial support to the Head of School (HoS) within the School of Nursing and Midwifery. To be responsible for the smooth operation of all aspects of the HoS Office. To liaise and communicate on behalf of the HOS with senior and prominent figures in national and international health, education, research, business, government and professional bodies. To collaborate closely with the HoS, School Manager (SM) and School Management team to ensure an efficient, effective, and quality-driven service which will 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. Confidentiality is critical in this role as is the ability to prioritise activities and manage and flex workload to react to competing demands.

MAJOR DUTIES:

1. Provide a confidential and efficient PA service and administrative support to the HoS, and core management team. Organising and supporting the work of the HoS Office by coordinating and managing diaries, scheduling and prioritising many conflicting pressures, scheduling and prioritising meetings, arranging all aspects of travel, and dealing with complex and 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 School on behalf of the HoS and SM.
3. Responding to and using initiative to deal professionally and courteously with a wide spectrum of enquiries and internal/external stakeholders in a timely and effective manner.
4. Researching topics or issues, on behalf of the HoS office, analysing information and providing confidential reports and papers.
5. Partner with an extensive range of key contacts from within the University and external organisations to develop excellent working relationships and ensure effective communication systems are in place in support of all HoS business.
6. Organising and servicing School meetings, as requested, to support both scheduled and ad-hoc meetings, including preparing and circulating agendas, minutes, and papers, and compiling actions lists to include the School Management Board, and other relevant committees. Implementing an effective bring-forward system of actions to ensure all School activities are followed up.
7. Effective management and provide support for processes to include job adverts, interviews, staff induction, Personal Development Reviews, promotions, sabbaticals, salary reviews, committee terms of reference, probationary procedures, fixed-term contracts, sensitive student issues, Visiting and Honorary titles and disciplinary matters amongst others.
8. Maintaining School Personnel records, and support tasks such as monitoring School absences, sickness, and annual leave.
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 HoS, with other members of School and University staff and outside bodies using tact and diplomacy; providing support and advice to the HOS and SM on relevant administrative matters within the School.
11. Undertaking administration required for the HOS office activities, including activities such as updating staff handbooks, supporting the Workload Allocation Model, Research assessment activities, and liaising with Professional Bodies, and Committees as appropriate.
12. Assist in the management and implementation of developments or special projects arising from School strategies.

13. Supervise support staff as required, including training, task allocation, monitoring and reviewing individual and team progress and performance.
14. 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.
15. Establishing and maintaining a calendar of School meetings and events throughout the year. Support event planning and manage School events as required in conjunction with relevant stakeholders.
16. As holder of a school purchase card and with nominated buyer authority will be responsible for financial administration as required in line with University rules and regulations.
17. Oversee and support the duties associated with the Building Liaison Officer role for the School.
18. 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 ie NVQ Level 3, A levels in relevant subject (or equivalent) OR substantial relevant experience in a similar role within further/higher education.
2. At least 4 years relevant experience within a complex administration environment to include experience of:
 - Providing direct personal support to senior executive level on a range of complex and confidential matters and taking responsibility for delegated action.
 - Servicing a range of Committees at the highest levels within an organization, including minute taking, drafting agendas, collating, and issuing papers and ensuring actions are implemented.
 - Experience in complex diary management, travel booking and event planning and management.
 - Demonstrable experience of effectively working with key stakeholders, both internal and external, providing a high level of customer service in a fast-paced environment.
3. IT literacy and up to date practical knowledge and experience of relevant computer packages and information systems, including Microsoft Office, in a working environment.
4. Experience of handling confidential/ sensitive information with discretion.
5. Excellent oral and written communication skills and ability to build relationships with a range of internal/external stakeholders.
6. Excellent interpersonal skills, including the ability to assign tasks, motivate, supervise and organize others and be responsible for ensuring work is completed to the required standards and timescales.
7. Ability to work on own initiative and anticipate needs.
8. Creative problem-solving ability.
9. Flexible, resilient and adaptable.
10. Attention to detail.
11. Proven ability to work effectively both as a member of a team and independently.
12. Highly developed organisational and time management skills with experience and ability to plan work, organize resources and events and solve problems using initiative to ensure deadlines are met.
13. Work irregular hours on occasion.

DESIRABLE CRITERIA:

1. Previous experience of working in the Higher Education sector.
2. Supervisory experience.
3. Previous experience of working as a PA.
4. Comprehensive knowledge and experience of university policies, procedures, internal and external regulations and quality standards.

ADDITIONAL INFORMATION:

Informal Enquiries to Carolyn Crawford: c.a.crawford@qub.ac.uk