

Personal Assistant/Service Administrator - Learning & Information Services - Grade E

Job Description

Purpose

To act as a central point of contact for the Executive Director and the LIS Leadership Team. Act as a first point of contact for LIS departmental administration activities and provide pro-active professional servicing and support for other internal and external meetings, stakeholder liaison and meetings management. To provide support to the Business Services Manager on a range of operational activities, ensuring compliance and adherence to University policies and procedures.

Duties

1. Provide a comprehensive personal assistant service for the Executive Director including diary and email management, assisting with personal organisation, setting up and maintenance of electronic filing systems, fact-finding, dealing with telephone calls and enquiries, drafting correspondence, arranging meetings/appointments including ordering catering and arranging car parking, receiving visitors, preparing papers, assisting with reports and the organisation of events such as Away Days and conferences.
2. Act as first-point-of-contact for the LIS Leadership team where appropriate; arranging and servicing meetings, ensuring the completeness and appropriate dissemination of information and responsibility for co-ordination of follow-up actions.
3. Arrange and service meetings relating to the LIS including the preparation of agendas, minuting of meetings, distributing actions, maintaining up-to-date records and checking actions taken and undertaking any follow-up.
4. Provide administrative coordination of departmental information by maintaining comprehensive and accessible record systems for documents and other online resources such as SharePoint sites and libraries, Teams sites, channels and meetings, tasks and action lists, and internal communications through announcements.
5. Supporting the resource administration of the department including the processing of requests on the Resourcing Hub, raising purchase orders and associated finance information, FOI requests and the booking of staff travel as required.
6. Supporting the designated leads with the administration of maintenance and renewal of IT contracts for software/systems and consultancy; ensuring adherence to University procurement procedures and financial regulations.
7. Provide incident support for major IT incidents complementing the activities of the University's Emergency Management Team, ensuring effective auditing of decision and action logs in support of the activities of the IT incident manager(s).
8. Undertake proof-reading and formatting of reports, policy and strategy documentation.

9. Assist in the analysis of and responses to student and staff feedback regarding LIS; develop and maintain action plans and other improvement initiatives.
10. Contribute to the delivery of LIS objectives and plans, working collaboratively with colleagues and other stakeholders in support of their achievement.
11. Act as an advocate for university systems and LIS procedures.
12. Demonstrate and provide a consistently high level of customer service.
13. Demonstrate flexibility and commitment to the University's Values (Achieving Together, Creating Opportunity, Being Proud, Supporting All) as a framework for decisions, actions and behaviours.
14. Staff may be required, from time to time and on an ad hoc basis, to work additional hours and/or hours outside of their normal working pattern to meet the needs of the business.
15. With regards to the nature of your role and its impact upon our students, make an active contribution to and support the improvement of the student experience.
16. Undertake other relevant duties and responsibilities appropriate to the grade of the post.

Person Specification

Knowledge, Skills, and Behaviours (Essential)

- Experience of working in a busy, customer-centric office-based environment (Application/Interview).
- Educated to A Level or appropriate equivalent experiential learning (Application).
- IT qualification/Digital skills competency or demonstrable equivalent experiential learning (Application).
- Experience of Office 365 and of managing Teams sites, SharePoint sites/libraries and task lists (Application/Interview).
- Ability to work innovatively and proactively, individually and as part of a team, adopting a problem-solving approach with strong attention to detail (Application/Interview).
- Excellent organisation and planning skills, with an ability to deliver an excellent service in a pressured environment (Application/Interview).
- Excellent communication and interpersonal skills, both verbal and written with the ability to influence others (Application/Interview).
- Understanding of confidentiality (Application/Interview).
- Willingness to work flexibly and out of stand hours from time to time to support University events e.g., Open Days, Graduation, Lancashire Science Festival (Application/Interview).
- An understanding of and demonstrable commitment to the University's Values of Achieving Together, Being Proud, Creating Opportunity and Supporting All, as a framework for decisions, actions and behaviours (Application/Interview).

Knowledge, Skills, and Behaviours (Desirable)

- Experience of working in Higher Education (Application/Interview).
- Experience of financial administration and procurement and providing PA service at a senior manager/director level (Application/Interview).
- Experience of using a service management system (Application/Interview).
- Agile Project Management experience (Application/Interview).
- Aware of Data Protection/Freedom of Information legislation and processes (Application/Interview).