

Personal Assistant and Administrator - School of Health, Social Work and Sport - Grade E

Job Description

Purpose

To provide a comprehensive personal assistant and administrative service to the Dean of School/Director of Service and others as agreed, and to work cooperatively with other administrative and support staff in the School/Service.

Duties

1. To be responsible for all matters concerning the Dean's correspondence:
 - Receive and process all correspondence as required.
 - Assist with priority for action.
 - Distribute all outgoing correspondence.
 - Draft standard letters and memos as required.
2. To undertake effective communication and liaison at all levels, both internal and external to the University at National, International and Governmental levels.
3. To undertake word processing and/or audio typing of letters, memoranda, reports, notes, minutes, presentation materials and statistical data etc. using appropriate software packages.
4. To arrange and service meetings, prepare agendas, minute meetings, distribute action sheets, maintain records, and check action taken as required.
5. To assist the Dean/Director through personal organisation:
 - Maintain and control diaries, including time management.
 - Maintain a central note on senior staff cover.
 - Record sickness absence and annual leave for colleagues.
 - Arrange travel and accommodation for the Dean/Director, and others, if required
 - Prepare files and papers in advance as required, for meetings, committees, interviews etc.
 - Assist with the completion and processing of financial documentation i.e. purchase orders, invoices, claim forms.
6. To undertake administrative support for local HR processes e.g., arranging interviews, preparing paperwork and processing contracts for staff paid by the hour.
7. To be responsible for incoming and outgoing telephone calls and the reception of visitors to the office:
8. To receive all visitors to the Dean's office and provide hospitality where required.
9. To maintain office filing systems including web-based and electronic, ensuring that all information is both current and accurately filed.
10. To be mindful of regulations and legislation on both data protection and freedom of information and to safeguard standards of security/confidentiality where these relate to the University.
11. To provide administrative services for the School/Service including fact finding and the preparation of reports, including using appropriate research tools.

12. To support the Dean/Director administratively in their responsibilities with regard to Facilities Management decisions, policies, and procedures, e.g. health, safety and environment, space management, minor works etc.
13. To undertake general administrative duties which may include some or all of the following:
 - Promotion of courses and the update of course and School information contained in the prospectus/course leaflets etc. in liaison with academic staff and appropriate University offices.
 - Duties with regard to timetabling and room bookings
 - Support for committees or working parties.
 - Assistance with administrative processes at key times of the year for e.g. assessment, enrolment, and progression
 - Assistance with open and applicant days and the production of induction materials,
 - Maintenance of the School/Service website content in liaison with central services and appropriate colleagues
14. 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.
15. Any other duties commensurate with the post and the grade as agreed with the School Operations Manager or Dean of School.

Person Specification

Knowledge, Skills, and Behaviours (Essential)

- Experience working as a personal assistant or equivalent, including experience of taking minutes (Application/Interview).
- Experience and confidence in the use of the Microsoft Office suite of packages, databases, electronic diary and filing systems (Application/Interview).
- Experience of working in an environment with a high degree of customer contact (Application/Interview).
- A range of GCSEs, including English Language and Maths at Grade C/4 or above, or appropriate equivalent experiential learning (Application).
- Ability to work consistently under pressure, prioritise work and meet deadlines (Application/Interview).
- Strong verbal and written communication skills with the ability to research, organise, analyse, and present information both verbally and in the form of reports (Application/Interview).
- Ability to work unsupervised or as a member of a team and to exercise judgement and initiative (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 an education environment (Application/Interview).
- Level 3 qualification, such as A Levels or BTEC, or appropriate equivalent experiential learning (Application).