



**Job Title:** Personal Assistant  
**Grade:** 6  
**Salary:** £33,002 to £37,694 per annum, pro-rata if part-time  
**Department:** President and Vice-Chancellor's Office  
**Contract:** Full-time or job share, permanent  
**Job Family:** Management and Administration  
**Reference:** 13307

## Role Purpose

You will provide high quality, executive support to one or more senior University leaders. Using your initiative and independent judgement, you will fulfil a wide range of support functions, including management of their diaries, emails and correspondence, and minute taking and committee servicing, as required. You will resolve issues to ensure an efficient, high-level customer service is delivered at all times. This will involve identifying gaps in information and providing relevant recommendations to internal and external stakeholders. You will be able to determine between conflicting priorities and ensure that they are represented professionally at all times.

You will be responsible for adapting and improving current working practices to ensure the efficiency of their office as well as supporting them administratively in the delivery of their strategic objectives.

## Main Duties and Responsibilities

Provide high quality support and workload management ensuring that your senior leader's time is managed efficiently and effectively. Delivery a range of specialist services to ensure the effective operation of their office, which will involve an in-depth understanding of all of the matters in which they are involved. You will use your personal judgement and initiative to work autonomously and, on their behalf, dealing independently with complex situations with professionalism and discretion. Support your senior leader(s) in their external roles, as appropriate.

This will include:

- Making independent judgements to ensure meetings are prioritised. This will involve reviewing a range of requests to ensure that the most appropriate people are involved and making recommendations, where an alternative solution is required.
- Taking ownership of appropriate actions and follow-up related to your senior leader and facilitating the resolution of matters requiring their attention, providing recommendations where appropriate.
- Managing their portfolio and day-to-day activities, ensuring your senior leader(s) meet(s) any deadlines. Providing relevant information and guidance to support them in their work.
- Arranging internal and external meetings ensuring that your senior leader(s) is/are briefed appropriately ahead of time. Taking a proactive approach to requesting, co-ordinating and collating briefing papers for their meetings and ensuring content is accurate, proportionate to the need, and prepared well in advance. You will need to identify any gaps in information and propose solutions to ensure they have all of the information they require. In addition, you will disseminate outcomes and actions in a timely manner. Taking ownership to ensure that these are followed up and completed.





- Planning and arranging events with internal and external stakeholders on behalf of your senior leader(s).
- Scheduling your senior leader's/leaders' travel and accommodation requirements giving due regard to the complexity of itineraries for meetings and events.
- Provide cover for colleagues in the Executive Support Group, when required.

In addition to the above tasks, you may be asked to take on financial administration or supervisory roles in the office, and be asked to support your senior leader(s) in the conduct of their external roles.

## Internal and External Relationships

You must be able to quickly build up good relationships and establish your credibility with a range of stakeholders, including:

- Members of the Executive Board and the Senior Leadership Team
- Heads of Academic and Professional Services departments
- Colleagues within the Executive Support Group
- External visitors, international and high-profile stakeholders, including representatives from national/local government bodies, research councils and other higher education institutions.

## Qualifications, Knowledge and Experience

### Essential

- Educated to at least degree level or equivalent\* OR significant vocational experience, acquired through a combination of job-related vocational training and significant career-based experience\*
- Substantial relevant work experience in a comparable setting, providing high quality, confidential personal assistant support to a senior leadership colleague\*
- Experience of servicing a range of committees or meetings at a senior level, including organising agendas, preparing papers, taking accurate, concise and detailed minutes, and tracking subsequent actions\*

### Desirable

- Experience of working in a similar role in the higher education sector\*
- Experience of arranging complex travel itineraries including visas, transportation, accommodation, taking into account relevant customs and practice
- Evidence of, and ability to, develop strong professional networks
- Experience of managing events





## Skills, Abilities and Competencies

### Essential

- Excellent IT skills including experience with use of O365, Word, Excel, SharePoint, Teams, PowerPoint, and Outlook
- Excellent electronic diary management skills, including ability to manage multiple rapidly-changing and complex diaries
- Excellent organisational and planning skills, including workflow management and project planning ability
- Excellent interpersonal, oral and written communication skills with the ability to work and communicate confidently with a range of senior internal and external stakeholders, staff and students
- Excellent numeracy and analytical skills with the ability to interpret, analyse and present information, adapting to different audiences as appropriate
- Ability to work independently on own initiative, without supervision, and to apply judgement to proactively resolve unforeseen problems independently, escalating when required
- Ability to work at high speed, to prioritise workload, exercise judgement, meet tight and conflicting deadlines, as well as being flexible and adaptable in an ever-changing busy environment
- Able to exercise budgetary control over projects and initiatives
- Able to maintain the highest levels of professional presentation, conduct and credibility, in order to represent the office and the University, and to ensure effective strategic relationships with the University's stakeholders

***\*Criteria to be used in shortlisting candidates for interview***

## Supporting University Activities

As a University of Leicester citizen, you are expected to support key university activities such as clearing, graduation ceremonies, student registration and recruitment open days. We expect all staff as citizens to work flexibly across the University if required.





University Values

**Inclusive** - We are diverse in our makeup and united in ambition. Our diversity is our strength and makes our community stronger.

**Inspiring** - We are passionate about inspiring individuals to succeed and realise their ambitions. We challenge our community to think differently, to get involved, and to constantly embrace new ideas.

**Impactful** - As Citizens of Change we will generate new ideas which deliver impact and empower our community

Freedom of Speech

The University is committed to upholding freedom of speech and academic freedom within the law throughout our recruitment processes. We ensure that all candidates are considered based on merit and suitability for the role, without regard to their lawful viewpoints or the expression of challenging or controversial ideas. Our recruitment policies and practices are designed to protect applicants from discrimination or adverse treatment on the basis of their opinions, and to foster an environment where open debate and diverse perspectives are valued as essential to our academic mission.

Equity and Diversity

We believe that equity, diversity and inclusion is integral to a successful modern workplace. By developing and implementing policies and systems that challenge stereotypes across all aspects of our work, we have a culture that recognises and values the diverse contributions of our staff which benefits everyone. Our strong values of inclusivity and equality support our efforts to attract a diverse range of high quality staff and students, and identify our University as a progressive and innovative workplace that mainstreams equality, diversity and inclusion.

