



Job Title: Personal Assistant and Office Manager

Grade: 6

Salary: £32,296 to £36,924 per annum, pro-rata if part-time

Department: College of Social Sciences, Arts and Humanities

Hours/Contract: Full-time or job share, permanent

Job Family: Management and Administration

Reference: 10601

Role Purpose

To provide high quality and comprehensive administrative support to the Head of College (HoC) and Director of Operations (DoO). The post holder will use initiative and independent judgement, to fulfil a wide range of support functions, including management of diaries, e-mails, report preparation, correspondence and administration of internal processes. Use personal judgement and initiative to work autonomously and on the HoC and DoO's behalf, dealing independently with complex situations with professionalism and discretion. They will proactively identify gaps in information, provide relevant recommendations to internal and external stakeholders, and carefully determine between conflicting priorities to ensure the HoC and DoD is represented professionally at all times. They will also adopt an approach of continuous improvement for all college administration, actively working to improving operational efficiency and quality of service as well as the planning and delivery of ad hoc School projects and events such as inaugurals.

Main Duties and Responsibilities

- Provide a high-level of support to the Head of College and Director of Operations by managing their schedules with strategic diary planning, handling their inbox efficiently, and proactively planning ahead. Act as an effective gatekeeper by prioritising meetings according to the college's agenda.
- Oversee complex queries and the administration of college projects from inception to completion, ensuring that follow-up actions are identified and scheduled.
- Plan and arrange internal and external meetings ensuring that the HoC and DoO are briefed appropriately ahead of time. Take a proactive approach to requesting, coordinating and collating briefing papers, ensuring the content is accurate, and prepared in good time of the meeting date. Identify gaps in information and propose solutions were required. Subsequently follow up actions on behalf of the HoC and the DoO taking ownership of actions until completion.
- Make 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.
- Take notes, disseminate outcomes and take ownership of actions arising from key meetings, enquiring about progress to ensure completion. Facilitating the resolution of matters requiring their attention, providing recommendations where appropriate.
- Act as a point of contact for the College in dealing with enquires, and problems, resolving them independently or applying judgment in passing complex queries on to or involving others to provide an effective service to colleagues.
- Provide additional administrative support for the Senior Leadership team, including arranging and facilitating meetings, management of annual leave records and distribution of communications.





- Line manage and lead staff within the College administration team, including undertaking regular 121s and performance development reviews.
- Prepare and Produce the CSSAH Weekly Events Newsletter, to keep the College informed of upcoming events.
- Organise and serve as the main contact for College Events such as Inaugurals. Coordinate all aspects and collaborate with relevant stakeholders to ensure successful implementation.
- Oversee and Support College Committees, by servicing and managing, establish and implement necessary structures and processes. Act as an advisor on procedures, practices, and regulations to ensure smooth and effective functioning.
- Manage deadlines and paperwork, issuing reminders proactively and anticipating requirements; Managing the collection, compilation, analysis and editing of information from within the College as required.

Internal and External Relationships

Working with a number of internal and external stakeholders, including:

- Head of College and Director of Operations
- College Office: Deputy Head of College, Deputy Director of Operations, Dean of Teaching & Learning, Dean of Research, Director of PGR
- Heads of School, Operations Managers
- Heads of Division
- Vice Chancellor's/PVC's,
- Council members
- Contractors
- Suppliers
- Visitors to college.

Planning and Organising

The post-holder will be required to resolve problems and queries based on their experience and judgement, mainly without reference to others, although guidance and support will be available from the post-holder's line manager for particularly complex issues that might arise.

The post-holder will need to independently reprioritise activities, and assess and react to a constantly changing workload, which is a mix of cyclical and reactive activity.

It is expected that the post-holder will be organising their workload for the months ahead, with due regard to key dates, such as internal governance requirements (such as committee meetings).

Qualifications, Knowledge and Experience

Essential

- Educated to 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 line management experience of administrative personnel*





- Experience of working both independently, and as part of a multi-functional team*
- Experience of effectively multi-tasking and prioritising a busy workload*
- Experience of appropriately managing confidential and sensitive information.*
- Experience of delivering customer service excellence*
- Experience and/or qualification in project support *

Desirable

- Similar work experience in a Higher Education environment *
- Knowledge of committee administration and process improvement.*
- Experience of collecting, manipulating and analysing data/information particularly through Excel*
- Experience of administration and management in the higher education sector

Skills, Abilities and Competencies

Essential

- Excellent organisational skills with the ability to prioritise own workload and meet tight deadlines
- Excellent written and oral communication skills, with the ability to give and receive information effectively using a variety of methods and to communicate with a wide range of enquirers
- An ability to communicate in a positive, diplomatic and influential manner
- 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
- Ability to work independently on own initiative, without supervision, and to apply judgement to proactively resolve unforeseen problems independently, escalating when required
- 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
- A willingness to be flexible towards duties and adaptable to change, including taking a solution focused approach
- A 'self-starter' with a pro-active approach towards workload, with the ability to multi-task and complete tasks promptly, accurately and with attention to detail
- Ability to service committees, including taking accurate minutes and the production of paperwork within set timescales
- Demonstrate adaptability and willingness to respond to the varying requirements of a demanding role, including ability to respond to changing circumstances and master new topics quickly.

Desirable

- Ability to undertake occasional evening / weekend work at busy times

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





Criminal Declaration

If you become an employee, you must inform your manager immediately, in writing, if you are the subject of any current or future police investigations/legal proceedings, which could result in a criminal offence, conviction, caution, bind-over or charges, or warnings.

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

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 equity 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 equity, diversity and inclusion.

