

Job Title: PA/College Administrator
Grade: 5
Salary: £26,707 to £31,236
Department: College-wide
Hours/Contract: Full-time or job share, permanent
Job Family: Management and Administration
Reference: 13483

Role Purpose

To provide an efficient, confidential and proactive administrative support service to the Schools and wider College including the Heads of Schools (HoS) and other members of the professional services team.
 To provide support for the School's administration including support for teaching and research activities and personnel functions including the recruitment of academic, research and professional services staff.
 To maintain and improve operational efficiency and quality of service through the development and application of continuous improvement, as part of the shared administration between Schools and the wider College.

Main Duties and Responsibilities	% Time
- Provide an excellent administrative support service to the School and wider College, dealing with, and resolving as appropriate, correspondence and other diverse and complex queries, using own judgement and only referring to the HoS's or others when necessary; prioritise, distribute and circulate correspondence to a professional standard, in order to ensure activities are managed efficiently. This also includes: - Arrange meetings and coordinating events at School and college level, involving liaison with senior staff and others within the University; assist in organising travel and accommodation in the UK and abroad and to support at other college or school meetings. - Proactive electronic diary management of the HoS to ensure time is allocated for designated priorities; that long-term planning and activities are provided for; taking independent decisions about the urgency and appropriateness of requests for appointments and ensuring that diary clashes are identified and resolved. - Support with processes and systems to record, maintain and monitor a range of information including absences, PDDs, and academic workload providing feedback to appropriate stakeholders.	50
Providing administrative support for substantive and/or temporary staff recruitment within the School including liaising with the College Operations Manager/Deputy College Operations Manager and the Division of HR; arranging	30



academic candidate visits and seminars, interview panels, onboarding and associated processes, ensuring that University policies and guidelines are met. Support HoS with the processing of paperwork for Honorary appointments. - Assist in the management of shared administrative processes and procedures, including developing and maintaining robust systems to deliver a range of services to agreed standards at School and college level. Supporting the College Operations Management Team to ensure records are created and maintained in accordance with data protection legislation and the University of Leicester's record management policy, liaise with information Assurance Services where appropriate - Manage, handle and respond to requests from the College and University, on behalf of the HoS or College Operations Management Team, in the areas of human resources, finance, Digital Services, Health and Safety, including those of a highly confidential nature and using an in-depth knowledge of College and University policies and procedures. - Support the College with collating information and inputting data on University systems for School processes such as Athena SWAN/TRAC/PDR.	10 5 5
Internal and External Relationships	
- Regular contact with the College Operations Management Team - Regular contact with HoS (as PA) - Regular contact with other administrative staff as part the College and the wider University - Regular contact with academic staff members - Regular contact with other University departments including Digital Services, HR and Finance. - Dealing confidentially, diplomatically and efficiently with staff, students and external contacts in all of their business with the HoSs	
Planning and Organising	
Planning own work months in advance and contributing to the plan of the HoS's activities. Setting priorities over months ahead. If reference to the HoS is necessary, then to provide a recommended course of action with appropriate justification Planning own work to support college operations activities	
Qualifications, Knowledge and Experience	
Essential	





- Academic or vocational qualifications (e.g. general education to A level, NVQ or equivalents) plus work experience in a relevant role OR typically significant work experience in a similar role*
- RSA 2 or equivalent in word processing/keyboard skills or typing, or comparable experience.
- Evidence of IT skills including full range of Microsoft office suite software, especially Outlook, Word and Excel, databases and finance systems and use of internet.*
- Some experience of working within a higher education environment.*
- Experience of taking responsibility and working independently to deal appropriately and efficiently with unforeseen problems/issues.*

Desirable

- Knowledge of Finance systems such as SAP *
- Comprehensive knowledge of the work practices, processes and procedures relevant to the role.
- Supervisory experience in an office environment.

Skills, Abilities and Competencies

Essential

- Ability to work as part of a team whilst also demonstrating ability to work independently and plan and organise the time of self and others.*
- Proven effective oral and written* communication skills at all levels
- Proven organisation skills.
- Accuracy and attention to detail*
- Willingness to be flexible to duties and adaptable to change

Desirable

- Ability to train/develop others.
- Understanding of the University regulations and standards required for the role.
- Highly numerate.
- Working with confidential and sensitive information and data.

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

Supporting University Activities

As a University of Leicester citizen, you are encouraged to support key university activities such as clearing, graduation ceremonies, student registration and recruitment open days. We encourage all staff





as citizens to work flexibly across the University if required. If supporting these activities is likely to affect your workload, please speak to your line manager in the first instance

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.

Equality and Diversity

We believe that equality, 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.

