UNIVERSITY OF LEICESTER

Job Summary

Job Title: PA and School Administrator
Grade: 5
Salary: £27,241 to £31,861 per annum, pro-rata
Department: CSSAH
Hours/Contract: Part time (0.5 FTE), permanent
Job Family: Management and Administration
Reference: 13757

Role Purpose

As a key member of the Professional Services Team, the post holder will deliver an efficient, confidential and proactive administrative support service to the Senior Management Team and provide effective and timely Personal Assistant support to the Senior Management Teams. They will also provide general administrative and secretarial support to contribute to the wider activities of the Senior Management and Operations teams. The role will support the School's administration of personnel functions, including external and internal recruitment of academic, research and Professional Services staff, and governance-related activities. The post holder will coordinate all personnel activities, including but not limited to mandatory training, probation, promotion, personal development discussions, sickness and annual leave.

Main Duties and Responsibilities

Human Resources and Finance:

- Coordinate the internal peer review and annual monitoring processes, within the School.
- Coordinate the recruitment and staffing administration processes in accordance with established University and departmental procedures.
- Provide confidential administration of all human resources related activity, supporting the Dean, deputise, Head of Operations and senior management team.
- Develop constructive relationships with colleagues, in order to effectively respond and resolve issues including, but not limited to, human resources, governance and compliance.
- Deliver personnel, governance and compliance administrative support, including collating, checking and analysing data, producing and presenting reports, taking minutes and monitoring actions
- Organise and administer events and arrange travel and accommodation in the UK and abroad where required.
- Coordinate recruitment, on boarding and leaver's activities and development of resources, material, systems, process and procedures.
- Record and maintaining personnel data to meet the business requirements, reporting and analysis of data to underpin business needs, in compliance with GDPR and legislation.
- Administratively support and coordinate personal personnel matters including occupational health, sickness, maternity/paternity leave, compassionate, flexible leave, WorkSmart and study leave.

Athena Swan Silver Award · Race Equality Charter Bronze Award · disability confident LEADER · LGBT+ 2020 - 2021 AWARDEE ORGANISATION · Stonewall DIVERSITY CHAMPIONS

- Record and maintain the Schools permeant and temporary staff, PGR/GTA, collaborators, honorees, visiting academics and visitors.
- Responsible for the maintenance of school personnel data and sharing, including staff lists and circulation.

Operations and Support:

- Coordinate the process and updates to the Governance structure in the School of Business
- Be responsible for the circulation of correspondence and communications as appropriate.
- Manage deadlines and documentation.
- Provide committee and meeting servicing as required to include scheduling, servicing, production of all paperwork, execution of administrative action arising from committees and acting as an advisory role in respect of procedures, processes, and practice and drafting appropriate correspondence concerning complex and diverse issues.
- Support the wider work of the Professional Services team, support delivery of cross-functional objectives, providing cover in the absence of colleagues and offering help at busy times of the academic year.
- Coordinate with school and central services operations for personnel, access, space and location, IT, equipment needs; to include but not limited to permeant and temporary staff, PGR/GTA, collaborators, honorees, visiting academics and visitors.

To support the wider work of the Senior Management and Operations team:

- Ensuring all incoming communications (particularly e-mail, post and telephone) are processed as quickly as possible with routine matters being dealt with without referral.
- Proactive electronic diary management to ensure time is kept clear for designated priorities; that long-term planning and activities are provided for; taking independent decisions about the urgency and appropriateness of request for appointments and ensuring all clashes are identified and resolved.
- Responsibility for managing deadlines and paperwork, issuing reminders proactively and anticipating requirements.
- Managing the collection, compilation, analysis and editing of information from within the School as required – for the inclusion in reports and information as required, with minimum briefs;
- Maintain a network of contacts across the institution, drawing on support and advice from others to share best practice within the team and resolve problems or improve delivery where possible.

Internal and External Relationships

- Regular contact with the Director of Operations and Professional Services Managers.
- Regular contact with Dean, Deputy and Associate Deans.
- Regular contact with Head of Departments
- Regular contact with other administrative staff as part of the shared support structure as well as the College and the wider University.
- Regular contact with academic staff members.

- Regular contact with other University and College departments including HR, recruitment, Safety Services and Finance.
- Dealing confidentially, diplomatically and efficiently with staff, students and external contacts in all of their business with the HoD.

Planning and Organising

- Plan own work months in advance and contributing to the planning of the Dean, Deputies, Director of Operations and School Management team's activities.
- Set priorities over months ahead, with reference to the Dean, Deputies and Director of Operations and School Management team as necessary.
- Respond quickly and proactively to demand, identifying issues and proposing solutions for continual improvements to the service, liaising with colleagues and/or senior colleagues as appropriate.

Qualifications, Knowledge and Experience

Essential

- Educated to A level standard or equivalent and relevant work experience.*
- Significant experience of interpreting and complying with complex procedures or regulations*
- Demonstrate use of managing a complex record system.
- Experience of using initiative and judgement to resolve problems independently.*
- Experience of motivating and communicating with a team of staff.*
- Experience of working within a continuous improvement culture.
- Knowledge of Data Protection and an ability to deal with confidential issues in a sensitive manner.
- Substantial administration experience supporting multi- functional teams in a changing environment with ability to work under pressure.*

Desirable

- Knowledge of current issues and trends relating to the University of Leicester and HE provision.
- Working knowledge of the relevant University systems and procedures.

Skills, Abilities and Competencies

Essential

- Effective communication skills, both written and verbal, report writing skills, and ability to communicate with staff and students at all levels
- Excellent IT skills and knowledge including use of Microsoft Office package
- Excellent customer service skills, with experience of responding efficiently to all types of enquiries and signposting effectively
- Experience of supporting a digital learning and teaching environment.

- Excellent team working skills with the ability to work collaboratively and co-operatively with colleagues.
- Ability to develop creative approaches to problem solving and pro-actively analyse and
- address problems with an appreciation of longer-term implications
- Flexible and positive approach to work with experience of adapting own skills to new circumstances
- A proactive approach towards workload, with the ability to multi-task and complete tasks promptly, accurately and with attention to detail
- Self-motivated, with ability to generate own work and work on own initiative
- Confident and professional manner and ability to act with discretion and diplomacy
- Strong organisational skills and ability to handle pressure

Desirable

- Working knowledge of relevant University systems e.g. SAP, SITS, Smarter Purchasing processes and procedures.

**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 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.

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.