Job Summary

Job Title: Personal Assistant to the CEO Science Parks
Grade: 6
Salary: £27,830 to £32,236 per annum
Department: Science Parks
Hours/Contract: Full-time and Permanent
Reference: 541

Role Purpose:
To manage and deliver a variety of Science Parks related projects, manage a first-class front of house service and provide organisational and administrative support to the CEO of Leicester University Science Parks.

Resources Managed:
- Planning and managing all front-of-house activities ensuring excellent service to all visitors, local, national and international. This will likely include planning for, recruiting and managing a wider administrative and support team over time;
- Managing discrete operational projects linked to the Science Parks including associated budgets

Principal Responsibilities

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<th>% Time</th>
<th>Personal Administration to the Chief Exec of Science Parks</th>
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<td>• Provide a high level of day-to-day support, ensuring the CEO Science Parks’ time is managed efficiently and effectively through intelligent diary management, independently judging the urgency and appropriateness of requests, management of the inbox and planning and through effective gate-keeping, prioritising meetings in line with the corporate agenda. Ensuring complex issues are owned and dealt with effectively while proactively anticipating requirements.</td>
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<td>• Provision of a wide range of administrative support services including:</td>
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<td>o Drafting responses to letters and emails on the CEO Science Parks’ behalf</td>
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<td>o Organising national and international travel and accommodation arrangements for the CEO Space Parks and DPVC Global Engagement, giving due regard to the complexity of schedules for meetings and events. Undertake appropriate research of destination and use initiative to suggest other contacts they may meet</td>
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<td>o Processing of statutory returns, invoices and letters requiring the CEO Science Parks signature, acting within delegated powers where necessary.</td>
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<td>o Leading on the timely collection, compilation, analysis and editing of information from within the office for inclusion in reports and information with minimum briefs.</td>
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<td>• Ensure that the CEO Science Parks is suitably briefed for all external and internal engagements including the preparation of research, analysis and presentations;</td>
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</table>
Job Summary

- Ensure the efficient and effective management of regular meetings between the CEO Science Parks and direct reports as well as service Board and other high-level meetings of the CEO Science Parks, leading on agenda preparation, providing action notes and ensuring actions are completed.

**Stakeholder Management**

- Proactively build relationships with internal and external stakeholders which strengthen the flow of information of relevance to the University and the Science Parks and helping to identify opportunities which support delivery of the strategic plans;
- Leading on the planning of arrangements for incoming national and international visitors; preparing itineraries and venue and acting as host for overseas visitors in order to promote the Science Parks;
- Build a network of peers from similar Science Parks to share and incorporate best practice;
- Act as a first point of contact for all local, national and international visitors and VIPs interested in the Science Parks – covering a wide range of institutions from local Government, National government, SMEs to global corporates.

**Project Management**

- Managing specific operational projects linked to the Science Parks as well as playing an active role in operational meetings and working groups. Be an active team member in operational reviews and operational efficiency improvement projects;
- Planning and managing all front-of-house activities ensuring excellent service to local, national and international visitors. This will include planning for, recruiting and managing a wider administrative and support team over time, including effective performance management;
- Setting functional KPIs and taking accountability for exceeding these;
- Continuous review of office systems and procedures including the performance and systems of direct reports in order to maximise service quality and efficiency;
- Supporting development of the Science Parks website, ensuring that the information relating to the CEO Science Parks office is accurate and reflects the current status.

**Manage Front of House Services**

- Plan, implement and manage a first-class front-of-house service for all staff and guests to Science Parks ensuring an excellent “customer journey”;
- Responsible for budget planning, recruitment and staff management for front of house and administrative staff;
Internal and External Relationships

The post holder must be able to quickly build up good relationships and credibility with a range of stakeholders, including senior stakeholders internally and externally:

- President and Vice-Chancellor
- All PVCs and in particular Research and Enterprise; College Science and Engineering; College of Life Sciences;
- Registrar
- Local stakeholders such as Head of LLEP; City Mayor; Chair and Directors of the Midlands Engine
- Senior Central Government Stakeholders including BEIS; FCO; DIT; DfH; OLS; UKRI
- Senior representatives from industry
- Senior sector stakeholders including Catapults; UK Space Agency
- Senior International Stakeholders including Foreign Embassy Ministers and Officers
- Maintain a network of contacts through established and routine connections, knowing who to liaise with on key issues both internally and externally
- Build a network of peers from similar Science Parks to share and incorporate best practice

Planning and Organising

- Planning for and implementing effective first-class front of house services for the Science Parks;
- Planning, leading and contributing to discrete projects for the CEO Science Parks and wider team;
- Planning and implementing recruitment and managing team and staff development as required;
- Responsible for organising and planning own work activities for the weeks and months ahead to maximise the effective use of resources and to ensure that any deadlines are met
- Use own initiative to resolve problems independently, continually seeking to improve systems and procedures
- Undertaking all planning and organising tasks as expected for a Chief Executive, including but not limited to:
  - Pre-empting and reacting quickly and adjusting priorities to address any urgent matters, including non-standard work, and to the CEO’s requirements, pre-empting issues with proactive solutions;
  - Set and monitor service objectives and standards within own work area to ensure standards are met and to improve quality/efficiency;
  - Lead or support as appropriate - the organisation of internal and external activities/events;

The post holder will face challenges associated with the management of a significant workload and frequently changing demands. They will be required to be flexible in an ever-changing environment.
Job Summary

Qualifications, Knowledge and Experience

Essential
- NVQ level 4 or above*
- Experience working in a complex environment in a comparable role*
- Evidence of active team work with clear and measurable outcomes*
- Experience of Electronic diary management and managing competing demands*
- Advanced knowledge of Word, Excel, Access, PowerPoint and Outlook*

Desirable
- Experience of leading a team and line managing other members of staff
- Evidence of leading projects with clear and measurable outcomes

Skills, Abilities and Competencies

Essential
- Excellent interpersonal and communication skills with the ability to liaise effectively with a broad range of senior internal and external stakeholders*.
- Ability to prioritise and deal with high volumes of work without supervision*
- Excellent organisational and planning skills,* including workflow management
- Excellent analysis and problem solving abilities
- Demonstrable ability to use initiative and judgment to resolve many problems independently*
- Ability to assess data and information, highlight trends and propose relevant action
- Ability to maintain accuracy and attention to detail in a busy working environment*
- Financial awareness* and experience of using SAP software

Desirable
- Willingness to work flexibly and as part of a team*
- Where relevant, ability to train/develop and supervise other staff

*Criteria to be used in shortlisting candidates for interview

VITAL

The University encourages all staff to live our VITAL values which are: Valuing People, Innovators, Together, Accountable, Leaders.
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.