

Job Description

General Details	
Job title:	Personal Assistant to the Director and SMT (EPR17/02)
Faculty/School/Service:	Employer Partnerships
Normal Workbase:	Stoke campus
Tenure:	Permanent
Hours/FTE:	Full time, 37 hours per week
Grade/Salary:	Grade 4
Date Prepared:	June 2017

Job Purpose
To be responsible for the provision of a confidential, professional PA support service to the Director and members of the Service Management Team (SMT) by effectively managing commitments, diaries and meetings, drafting and maintaining correspondence, completing administrative tasks, organising travel itineraries, meeting arrangements and liaising with key stakeholders. Also, to provide professional administration support for colleagues across the service.

Relationships	
Reporting to:	Director of Employer Partnerships
Responsible for:	None

Main Activities
<ol style="list-style-type: none"> 1. First point contact point for the Director and SMT, proactively responding directly to enquiries including telephone callers, email and visitors to the department and forwarding general enquiries to the relevant member of staff 2. Managing all correspondence, including mail, electronic communications and telephone enquiries on behalf of the Director and making telephone calls, drafting letters and e-mails that require a routine response on behalf of the Director, as appropriate. 3. Managing all aspects of the Director and the SMT's diary, appointments, room bookings, catering requirements and diary clashes. Take the initiative on forward planning of diary commitments for the Director, being proactive on identifying any possible conflicts and prepare plans accordingly. 4. Assisting in the preparation of papers and provide/produce relevant documentation in preparation for meetings, conferences and other activities including tracking meeting actions and task allocations for the SMT. 5. Produce high quality documentation to support the Director and SMT to prepare for meetings, presentations, committees etc.

6. To collate appropriate briefing material in relation to specified topics for, specifically in advance of meetings within the University and in preparation for meetings with external visitors and business meetings outside the University
7. Preparing secretariat support to meetings (including SMT meetings), as required, which will include minute taking, circulating agendas and associated papers/correspondence for future meetings.
8. Effectively managing the Director's filing system, filing and retrieving documents and reference materials and ensuring all documentation is up to date and easily available in a timely way
9. To provide a personal 'aide-memoir' safety-net support service to the Director and SMT including an appropriate range of memory-joggers, reminder-notes, and deadline-alerts.
10. To co-ordinate the follow-up action planning arising from internal and external meetings involving SMT Members, specifically in relation to compliance with deadline dates, and the progress-chasing of action points etc
11. Organising travel and other arrangements for the Director and SMT when attending external meetings, conferences etc.
12. Creating a positive, productive working environment, ensuring that the office is well maintained, equipment is properly set up, all software is up-to-date.
13. Acting as the sickness absence co-ordinator for staff in the Service
14. To ensure high levels of confidentiality are maintained at all times
15. Participate in the University's appraisal process and take responsibility for identifying your own professional and career development needs
16. Contribute to the maintenance of a safe and healthy work environment within the Service

Special Conditions

The role holder will be required to travel between sites from time to time in a cost-effective manner, which may be through the use of a car.

To be committed to working with the University to further improve the carbon footprint/environmental issues.

Variation to Job Description

Staffordshire University reserves the right to vary the duties and responsibilities of its employees within the general conditions of the Scheme of pay and conditions and employment related matters. Thus it must be appreciated that the duties and responsibilities outlined above may be altered as the changing needs of the service may require.

Conditions of Service

The post is subject to such terms and conditions of employment as negotiated between the Board of Governors of the University and the recognised trade unions, and/or the employees of the University. In negotiating such terms and conditions the Board of Governors will consider any appropriate advice received from the Universities and Colleges Employers Association (UCEA).

Application Procedure

We encourage you to apply on-line at our website <http://jobs.staffs.ac.uk> as the system is user friendly and simple to complete.

Please note that the University will not consider a Curriculum Vitae attached in support of your application and will not use this document in the shortlisting process. Consequently, we would ask all applicants to ensure that they have provided comprehensive information under each criteria in the Supporting Statements section of the application form and, if necessary, add any relevant additional information in the Additional Information Section.



Person Specification

Job Title: Personal Assistant to the Director & SMT (EPR17/02)

School/Service: Employer Partnerships

The qualifications, experience, knowledge, skills and behaviours outlined below provide a summary of what is required to carry out this job effectively. They also form the selection criteria on which a decision to appoint will be made. Please ensure that you provide evidence of how you meet the criteria in your application.

No	Selection Criteria Description	Essential [E] or Desirable [D]	Assessed by *
1	Recent experience of providing personal assistant support at a senior level, including experience of managing and organising complex/busy diaries, travel and meeting schedules	E	A
2	Proven administrative experience i.e. excellent organisational skills including time management, assessing priorities, organising work requirements and the ability to undertake multiple tasks/projects and meet agreed deadlines	E	A/I
3	Excellent interpersonal skills and the ability to remain calm and work under pressure, along with evidence of being an effective and committed team player	E	A
4	An excellent eye for detail and experience of information/data management; meticulous in manipulation and application of detail	E	A/I
5	Excellent written and verbal communication skills, to a diverse group of stakeholders, and evidence of building a range of collaborative relationships	E	A
6	Experience of working in an environment requiring interpersonal sensitivity and confidentiality. The ability to use initiative and good judgment is essential	E	A/I
7	Ability to work effectively with a range of IT software packages, especially Microsoft Office (spreadsheets, databases, presentation graphics), and use of electronic storage of documentation in shared folders	E	I
8	Experience of providing a committee servicing role e.g. co-ordinate agenda, assemble papers, take notes and follow up actions	E	A
9	Knowledge and experience of working in a HE environment or similar	D	A

***Key**

[A] Application form

To be assessed against the information provided in the relevant steps of the application form and the evidence required under Section 4, 'Supporting Statements'

[I] Interview

To be assessed during the interview process including selection tests or presentation, as appropriate