

Job Description

General Details

Job title:	PA to the Director of Estates and Commercial Services (ECS17/03)
Faculty/School/Service:	Estates and Commercial Services
Normal Workbase:	Stoke Campus
Tenure:	Permanent
Hours/FTE:	37 hours per week
Grade/Salary:	Grade 4
Date Prepared:	September 2017

Job Purpose

To provide a comprehensive personal assistant and support role to the Director of Estates and Commercial Services

To project consistently high standards of professional practice, with an emphasis upon customer service and high quality standards of work presentation. This requirement applies equally to internal contacts throughout the University, and to a range of external contacts.

Linked to the specific role of the Director of Estates and Commercial Services, to operate to a flexible work-time schedule, working in response to peak work-load periods and the requirement to meet deadlines.

Relationships

Reporting to:	Director of Estates and Commercial Services
Responsible for:	No staff responsibility
Key Working Relationships:	Staff within Estates and Commercial Services; key contacts within Schools and Services.

Main Activities

1. To provide a professional reception service, including telephone callers, e-mail and associated internet services, and personal visitors to the Director of Estates and Commercial Services
2. To manage effectively the diary of the Director of Estates and Commercial Services
3. To manage in-coming telephone calls, e-mail messages, correspondence, often of a confidential nature, in an appropriately structured and prioritised manner, including the preparation of acknowledgement responses and follow-on actions
4. To produce high-quality hard-copy documentation on behalf of the Director of Estates and Commercial Services including internal and external correspondence, and the presentation of reports and papers
5. To initiate correspondence on behalf of the Director of Estates and Commercial Services, including the composition of draft responses to non-routine matters

6. To collate committee papers, other papers and related briefing material, using an appropriate bring-forward system, in advance of the Director of Estates and Commercial Services' schedule of meetings and appointments etc.
7. To act as Secretary to the Estates and Commercial Services SMT and any other meetings as advised by the Director of Estates and Commercial Services
8. To organise internal and external meetings on behalf of the Director of Estates and Commercial Services and to attend specified meetings, as required, to produce a note of the meeting and/or an action plan, as appropriate
9. To develop and maintain appropriate administrative systems, utilising appropriate technology, to organise the normal administrative work of the office
10. To co-ordinate the follow-up action planning arising from internal and external meetings involving the Director of Estates and Commercial Services, specifically in relation to compliance with deadline dates, and the progress-chasing of action points etc.
11. To provide personal assistance to members of the Executive as necessary

This description provides a summary of the main job role and associated responsibilities of the PA to the Director of Estates and Commercial Services. Changes to the job role, in response to changing needs and circumstances, would be incorporated following discussion between the post-holder and the Director of Estates and Commercial Services.

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.

Posts within Estates and Commercial services operate under a Competency Framework. Please refer to the person specification for details of the key competencies, which apply to this post.

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 criterion 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: PA to the Director of Estates and Commercial Services
(ECS17/03)

School/Service: Estates and Commercial Services

The qualifications, experience, knowledge skills and personal qualities 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	Proven experience of providing executive support at a senior level	E	A/I
2	Evidence of progressive professional development	E	A
3	The ability to organise complex travel and meeting schedules, to effectively maintain and manage electronic diaries and arrange meetings.	E	A/I
4	Experience of providing directional support for meetings, including agenda preparation and minute taking	E	A/I
5	High standard of literacy with the ability to draft correspondence and minutes of meetings	E	A/I
6	Experience of working in accordance with high service standards with evidence of anticipating problems, improving standards and developing innovative customer solutions	E	A/I
7	Evidence of flexibility, the ability to organise a significant workload while balancing competing priorities and producing work to a high standard by agreed deadlines	E	A/I
8	Excellent written and verbal communication skills with the ability to convey complex information in simple and straightforward terms to students and staff	E	A/I
9	Excellent interpersonal skills with the ability to work constructively with a wide range of students and staff, including evidence of the use of tact, diplomacy and negotiation	E	A/I
10	Excellent IT skills, with comprehensive knowledge of Microsoft Office packages	E	A/I
11	Effective and committed team player, able to work successfully with others and to build positive working relationships	E	A/I
12	Evidence of delivering positive customer service to key stakeholders	E	A/I

***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