

Job Description

Executive Personal Assistant

Business & Law

Grade: E

Role Profile: SME4

Full time

| Duties of the role | |
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| Overall purpose of the role | To provide high level confidential personal assistance and support to ensure the smooth running of the office/s of senior executive officer/s of the university. To be proactive in all aspects of the role, anticipating requirements, using personal initiative and displaying excellent interpersonal skills at all times. |
| Main duties and responsibilities | <p>Working self-sufficiently, proactively and with guidance from senior colleagues where necessary, the post holder will carry out the following tasks:</p> <ol style="list-style-type: none"> 1. Develop a comprehensive and dynamic understanding of the university's strategic aims and objectives and proactively support the delivery of objectives for senior colleagues. 2. Act as an ambassador for the senior executive/s and their office/s, ensuring that delegated actions are carried out, taking decisions where necessary and liaising with all university function areas to ensure that appropriate actions are undertaken. 3. Work closely with colleagues to facilitate a consistent and comprehensive understanding of engagements across complex portfolios, providing cover as and when required. 4. Provide support to senior colleague/s in their university leadership portfolios, to include the provision of full secretarial services for meetings and committees as required, coordination of all follow-up work, and administrative support for portfolio activities. 5. Assist senior executive officer/s with the running of their operational unit and areas of responsibility. This may include, but will not be limited to, assisting with financial processing, the administrative organisation of HR processes such as interviews, assistance and general record-keeping. 6. Assist senior executive officers with personal responsibilities related to their role. This may include, but will not be limited to, making arrangements for academic responsibilities such as research activities or teaching commitments, supporting activities with stakeholders, and liaison with partners, professional and sector bodies and other external organisations. 7. Create complex and highly detailed travel and accommodation |

Duties of the role

- arrangements (including overseas travel), producing itineraries that optimise the use of time.
8. Undertake financial administration, highlighting to appropriate managers where spend is unexpected or exceeds budget.
 9. Oversee incoming correspondence, including, where necessary, the delegation of follow-up actions to other function areas.
 10. Take action upon matters needing attention during the absence of senior colleagues and take delegation decisions, as appropriate.
 11. Research, prepare, compose and review general correspondence, publications and presentations to an exceptionally high standard.
 12. Collate information in order to provide senior colleagues with appropriate briefings, to ensure that they are fully prepared in advance for all internal and external engagements.
 13. Act as the principal point of contact, dealing with enquiries in person from staff, students and external stakeholders using initiative.
 14. Create and manage detailed, high-level itineraries for external visitors and VIP guests, including the booking of catering services for formal lunches and dinners, ensuring that all parties are kept updated on details and movements.
 15. Receive and host visitors to the university, maintaining a welcoming and professional environment.
 16. Work within local cover arrangement structures to ensure a consistency of support to senior staff offices in the absence of support colleagues.
 17. Create and maintain operational records and files, both paper-based and electronic (spreadsheets and databases).
 18. Provide out-of-hours support to facilitate communication with colleagues around the university during periods of travel and to reflect periods of intensive workload, on an agreed and limited basis.
 19. Where appropriate, provide line management of other posts within the cluster support function.
 20. Perform any other duties commensurate with the job grade as reasonably required from time to time.
 21. Treat all DMU staff, students, contractors and visitors with dignity and respect. Provide a service that complies with the Equality Act 2010, eliminating unlawful discrimination, advancing equality of opportunity and fostering good relations with particular attention to the protected characteristics of age, disability, gender reassignment, marriage and civil

| Duties of the role |
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| <p>partnership, pregnancy and maternity, race, religion or belief (or none), sex and sexual orientation.</p> |
| <p>22. All members of staff are responsible for their contribution to improved environmental performance and in reducing greenhouse gas emissions at DMU. It is therefore required that all members of staff are aware of how the Environmental Policy relates to their own role at the University. Staff conduct must reflect the values inherent in the Environmental Policy and where required staff must cooperate with environmental compliance and conformance requirements to help minimise our emissions to air, water and land.</p> |
| <p>23. Provide a service that complies with the Equality Act 2010, eliminating unlawful discrimination, advancing equality of opportunity and fostering good relations with particular attention to the protected characteristics of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief (or none), sex and sexual orientation.</p> |
| <p>24. The postholder should have a positive attitude towards health and safety, and be aware of and comply with all health and safety policies for the university, as applicable. There will be a requirement to complete all mandatory health and safety training as deemed to be relevant for the position held. The postholder is expected to help maintain a safe working environment for staff, students and visitors by working closely with the local safety coordinator as required. Any accidents or dangerous incidents must be reported promptly through the university's reporting system.</p> |

Person Specification

Executive PA to the Dean/PVC

Faculty of Business & Law

| Area of responsibility | Requirements | Essential or desirable | *Method of assessment | | | |
|---|--|------------------------|-----------------------|---|---|---|
| | | | A | I | T | D |
| Qualifications | English and Maths GCSE at grade C or equivalent qualification. | Essential | x | x | | x |
| | Relevant secretarial qualification | Desirable | x | x | | x |
| Senior PA experience | PA experience at a senior management level including a track record of: * Developing and maintaining an efficient office. * Experience of committee servicing. * Liaison at all levels both internal and external to the organisation. * Experience of working within an evolving and confidential environment. * Experience of complex diary management. | Essential | x | x | | |
| | Demonstrable use of initiative and judgement across all aspects of PA responsibility. | Essential | x | x | | |
| | Excellent organisational and time management skills. | Essential | x | x | | |
| Specific administrative Skills / knowledge | Excellent written skills for preparing minutes, reports and other documents | Essential | x | x | | |
| | Experience of working in and maintaining a busy office environment. | Essential | x | x | | |
| | Ability to organise and present information in a clear and logical manner to ensure Dean/PVC is fully briefed at all times. | Essential | x | x | | |

| Area of responsibility | Requirements | Essential or desirable | *Method of assessment | | | |
|----------------------------------|--|------------------------|-----------------------|---|---|---|
| | | | A | I | T | D |
| | Proven high levels of accuracy and strong attention to detail. | Essential | x | x | | |
| | Proficient in the use of Microsoft Office/Outlook packages. | Essential | x | x | | |
| | Understands confidentiality and the requirements of the Data Protection Act. | Essential | x | x | | |
| | Ability to assess situations and use initiative to progress issues in the absence of more senior colleagues. | Essential | x | x | | |
| | Ability to manage constantly changing priorities and to work flexibly and effectively whilst still ensuring the provision of high quality service. | Essential | x | x | | |
| | Ability to work in a team as well as under own initiative. | Essential | x | x | | |
| Leadership and management | Demonstrable use of initiative and judgement across all areas of responsibility. | Essential | x | x | | |
| | Exceptional interpersonal skills demonstrating discretion, clear judgement, sensitivity and team working. | Essential | x | x | | |
| | Ability to manage changing priorities and to work flexibly. | Essential | x | x | | |
| Liaison and communication | Ability to work well as part of a team. | Essential | x | x | | |
| | Proven effective verbal communication and interpersonal skills across a range of colleagues and stakeholders. | Essential | x | x | | |
| Other | Awareness of the current higher education environment and context. | Desirable | x | x | | |

*A = Application Form; I = Interview; T = Test; D = Documentary Evidence