

Personal Assistant and Administrator

Job Description

The Role

Job title:	Personal Assistant (PA) and Administrator
Department:	Institutional Planning & Governance
Responsible to:	Director of Institutional Planning & Policy
Location:	Royal Agricultural University, Cirencester
Salary:	Grade 5: £22,847 - £27,116 DOE
Term:	Permanent; full-time/part-time
Relationships with:	The Executive Team; Professional Services Directors; Academic Heads of School and other staff; external stakeholders.

We have a number of different ways to work flexibly, so at your interview feel free to talk about what flexibility means to you. There are no guarantees, however, examples of how our employee already work flexibly include part-time, job share, hybrid-working and compressed hours.

Purpose

The post holder will be a member of the Administration Team directly supporting the University Executive and providing administrative support to a network of academic and professional services staff from across the University. They will make a significant contribution to the creation of a friendly and supportive atmosphere for staff, students and other stakeholders.

Based within the Institutional Planning & Governance Directorate, the Administration Team collectively provide PA support to the University's Pro Vice Chancellor's, Chief Operating Officer, Finance Director, and Treasurer. The role also supports Universities Vice Chancellor's Advisory Group Directors. This includes liaison with internal and external stakeholders, and executing a high level of professionalism in doing so. The post holder must be an excellent communicator as they will often be a first point of contact within the University, and are required to field queries efficiently and effectively.

Key Responsibilities

The post holder will demonstrate a high level of administrative, organisational and IT skills, required to fulfil such tasks as:

1. Provide full pro-active administrative and secretarial support at a senior level to members of the Executive team and ensure the smooth management of day to day affairs, and the effective use of their own time.

2. Act as the first point of contact and screen calls, enquiries and requests. Meet and greet visitors at all levels of seniority, dealing impartially, effectively & courteously with staff, students and other stakeholders. Respond to routine enquiries and develop specific knowledge related to their area of work and proactively respond to and refer complex problems.
4. Provide diary management, assessing priority of appointments and reallocation as necessary; assist in forward-planning and advise of impending deadlines. The post holder must be able to ensure that priority items are identified without delay, which requires a high level of independent judgment and discretion.
5. Organise meetings and ensure that the Executive(s) is well prepared for those meetings. Schedule and coordinate dates and times, venues, attendance and facilities. Prepare agendas and collate agenda packs, pre-meeting briefings and meeting papers. Book rooms, or schedule meetings electronically and ensure the distribution of agenda and papers. Record minutes and distribute as appropriate, and provide administrative support and follow-up on matters arising from meetings.
6. Make travel arrangements and procure equipment and services as required.
7. Produce documents, reports and presentations as requested; mail-merge documents and type forms and labels. Handle sensitive and complex issues in a professional and objective manner. Take initiative as appropriate especially in the Executive's absence.
8. Assist in researching and following up with action on matters which fall within their Executive(s)' responsibility – chasing responses, triggering follow-up action.
9. Maintain the Executive(s)' office systems, including data management and filing. Gather, enter, and/or update data to maintain records and databases, as appropriate; establish and maintain files and records for the office.
10. Help support institutional events and provide a level of flexibility that is expected across the team. Provide cover and provide cover for colleagues in their absence and help support occasional evening functions when required.
11. Liaise effectively with other members of the administrative staff to ensure accurate and timely communication of information.
12. Contribute to the continuous development and improvement of service provision, including the development of office systems and services, ensuring the high quality of service provided is kept under constant review.
13. Supervise the work of clerical staff as required - assisting, motivating, monitoring, and training new and temporary staff.
14. Undertake any relevant ad-hoc duties as tasked by the Director of Institutional Planning & Policy.

General responsibilities:

- The University is committed to equality of opportunity. All staff are required to comply with current legislation, University policies and good practice guidance.
- All staff are required to act in a way that safeguards the health and wellbeing of children and vulnerable adults at all times. The post holder must be familiar with and adhere to appropriate safeguarding policies and guidance and participate in related mandatory/statutory training. Managers have a responsibility to ensure their team members understand their individual responsibilities with regard to safeguarding children and vulnerable adults.
- All staff are required to participate in the University appraisal process and should ensure they are familiar with the process and plan time to prepare for their appraisal. Following the appraisal, staff are expected to undertake in any necessary learning and development and work towards the objectives that have been set.
- The University expects staff to attend any training designated as mandatory and to undertake learning and development activities to support their role. Managers must facilitate learning and development within their teams.
- It is a condition of employment that staff will not disclose any information obtained in the course of their duties other than to those entitled to receive it. The post holder must ensure that the confidentiality of personal data remains secure and that restricted information or highly restricted information to which they have access remains confidential during and after their employment at Royal Agricultural University. All staff must undergo appropriate data protection training as required.
- All absence from work must be reported in accordance with the University's absence procedures and recorded on iTrent.
- The University acknowledges its responsibility to provide a safe, smoke free environment, to its employees, service users and visitors. It is the policy of the University not to allow smoking on University premises other than in specifically designated areas.

Person Specification

Requirements The post holder must be able to demonstrate:	Essential or Desirable	Measured By A) Application Form B) Interview C) Presentation
Qualifications:		
Educated to GCSE Level in Maths & English, grade A-C	E	A
Educated to A Level or equivalent qualification	E	A
Degree level education or equivalent	D	A
Business or IT related qualification	D	A
Knowledge and Experience:		
Experienced Personal Assistant at senior management level	E	A, B, C
Good operating knowledge of Microsoft Word, Excel and Outlook	E	A, B, C
Experience of electronic diary management	E	A, B
Experience of providing face to face customer service	E	A, B
Ability to work flexibly, demonstrating resilience and the ability to re-prioritise work as required in a dynamic environment	E	A, B, C
Able to work with a minimum of supervision, and to make administrative decisions based on a broad understanding of relevant policies or operational requirements	E	A, B
Experience of working in a Higher Education Environment	D	A
Skills:		
A flexible, pro-active approach, exceptional organisational and prioritisation skills to enable delivery of a quality service	E	A, B, C
Excellent written and verbal communication skills, able to relate confidently and professionally to others	E	A, B, C

Requirements The post holder must be able to demonstrate:	Essential or Desirable	Measured By A) Application Form B) Interview C) Presentation
A commitment to a strong team ethos, and the ability to build strong working relationships with directors, colleagues and external stakeholders	E	A, B
Proven time management skills, attention to detail and accuracy	E	A, B
Excellent attention to detail, with a high level of accuracy	E	A, B

Application Procedure

If you are interested in applying for this role, please send:

- A University [Professional Application Form](#) together with the [Equal Opportunities Monitoring Form](#) available on the University website www.rau.ac.uk) – Please attach your up to date CV to add additional information
- A covering letter explaining your interest and motivation for applying, along with how your experience and qualifications suit you for the role
- Details for two referees who must be people who can comment authoritatively on you as a person and as an employee in relation to the level of the post, and must include your current or most recent employer or their representative
- Please forward to the HR Team, Royal Agricultural University, Cirencester, Gloucestershire, GL7 6JS or via email to jobs@rau.ac.uk stating where you saw the advert for the role.
- Informal Enquiries to: Matt.Jones@rau.ac.uk Director of Institutional Planning & Governance.
- **Closing date for applications:** 16th July 2023 with **interviews on** 24th July 2023
- Should you be selected for interview please be aware that we are unable to reimburse interview expenses.

The RAU is an equal opportunities employer and we particularly welcome applications from black and minority ethnic candidates as they are under-represented within the RAU at this level