ROLE PROFILE

Job Title: Governance and Communications Support Assistant
School/Department: Life Sciences
Job Family and Level: Administrative, Professional and Managerial Level 2
Contract Status: Permanent
Hours of Work: Full-time (36.25 hours per week)
Location: Life Sciences, Medical School, QMC
Reporting to: Executive PA to Head of School & Head of Operations

Purpose of the New Role:

The purpose of the role is to assist the School Executive Office by providing support in areas relating to information governance, quality and internal communications efficiently and to a high standard.

The role will work within established procedures with minimum day-to-day supervision, to provide a range of services to agreed quality standards. The role holder will require a thorough understanding of relevant systems/processes of the working environment, gained through vocational qualification with work experience, or relevant work experience over some years.

The role holder will organise their own day-to-day work in order to meet clear objectives. They will typically have specific responsibility for a clearly defined section or subsection of work and will be expected to deal with less routine queries/issues/requests, referring conflicts or more complex situations to the relevant person. Independence and initiative will be required to react to changing priorities and work circumstances, with scope to make decisions within clear parameters.

Main Responsibilities

1. Receive and respond to enquiries from/to customers, including more complex queries, judging when to forward on to or involve others in the following areas:
   - Committee Servicing
   - Review and updating of policies and procedures
   - General support to academic staff

Recognise/understand the impact of incidents arising and raise issues of concern where necessary to ensure appropriate resolution of enquiries/issues.

Assist in creating and maintaining relevant databases, spreadsheets and records management systems to ensure accurate and up to date information where required and ensure information is accessible to those that require it.
Work flexibly across the School and Faculty to ensure peak periods are accommodated and the services are able to adapt with changing demands.

Plan and prioritise own work activities, responding to work unit requirements and undertaking responsibilities.

Keep skills up to date and develop competence through learning from colleagues and/or gaining experience of a range of work, providing support for the School reception, staff inductions/interview processes and senior administrative members of staff.

2. Provide assistance to the wide number of areas under the remit of information governance, through established/routine processes, to agreed quality standards, including supporting and servicing School Committees by producing action logs, minutes and resolving any arising actions.

Working with minimum supervision, prioritising and taking responsibility for routine information governance tasks.

Deliver relevant administrative activities in specific work area, ensuring an excellent level of service quality through attainment of agreed timescales and quality standards.

3. Support internal communication activities and tasks.

Provide assistance by supporting tasks in relation to the School intranets and undertaking general maintenance of the School Workspace. Update and maintenance of confidential databases in O365.

Act as Print Champion within the School.

4. Any other duties appropriate to the grade and role.

Knowledge, Skills, Qualifications & Experience

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<th>Essential</th>
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| **Qualifications/Education** | - Educated to GCSE level, including Grade C or above in English and Maths or hold vocational qualifications (NVQ 2-3) or equivalent, with some relevant experience.  
- Or significant experience in related area. | - Recognised typing/secretarial skills qualification. |
| **Skills/Training** | - Extensive IT knowledge (including Microsoft Office, Good IT Skills, including knowledge of Microsoft Office, Email).  
- Excellent oral, written, communication and interpersonal skills.  
- Experience in taking meeting minutes.  
- Planning and organisational skills, including the ability to prioritise work activities in response to differing needs of the School and deadlines. | - Knowledge of University IT systems, for example: Concur, Agresso, eSolutions |
| **Experience** | - Experience of assessing and responding to non-routine queries. | - Knowledge of the University Quality Manual and University Procedures. |
| **Substantive administrative experience and competence in routine processes and systems to support activities.** |
| Ability to work independently to resolve queries and to provide and maintain a high level of service whilst working to deadlines. |
| Experience of working with complex documents. |
| Flexible attitude to working hours at busy periods. |
| Able to work as part of a team. |

- Knowledge of media formats.
- Awareness of University procedures and relevant legislation.

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*The University of Nottingham strongly endorses Athena SWAN principles, with commitment from all levels of the organisation in furthering women’s careers. It is our mission to ensure equal opportunity, best working practices and fair policies for all.*