### Purpose of role

To provide a professional Executive Assistant service to the School of Health Sciences Senior Team to support the execution of their responsibilities.

Working as a team member of the Executive Support Team providing administrative assistance to the Executive Support Office and members of the Senior Team to support the strategic aims of the School.

### Main responsibilities

(Primary accountabilities and responsibilities expected to fulfil the role)

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<th>% time per year</th>
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#### Executive Support

To be responsible for all aspects of Personal Assistant and administrative support to the Senior Team enabling them to work to the optimum in terms of efficiency and organisation, supporting other work as needed.

Responsibilities will include:

- To maintain and manage the Senior Teams diary arrangements using understanding of University, Faculty and School context and the individuals priorities, making judgements about urgency and appropriateness of requests for appointments and re-direct to other sources of help and advice as appropriate. Proactive planning of the Senior Teams diary throughout the academic year to anticipate forthcoming activity that will require their time.
- Be fully conversant with the work of the Senior Teams and the wider school in order to liaise effectively with senior colleagues in the University and local NHS Trusts and to judge what needs their attention and what can be referred to others for action.
- Act as the first point of contact for the Senior Team responding efficiently and effectively to internal and external queries as an informed gatekeeper.
- Assist with the production and, where relevant, analysis of management reports, including the compiling of complex paperwork from individuals contributing to initiatives. Identify gaps or shortfalls in information and search for sources of information to fill these. Following up on action points.
- Screen communications and identify priority correspondence. Use own judgement to make initial responses, consulting and following up email and letter correspondence as appropriate and maintaining appropriate confidentiality.
|   | Draft letters, emails and documents on behalf of the Senior Team along with production of typed correspondence, taking of dictation and transcription from shorthand, tape or handwritten notes, internal and external correspondence and reports.  
|   | Organise/summarise papers and reports to ensure the Senior Team are in possession of all relevant background information needed to assist in the decision making process.  
|   | Lead and/or support special projects within guidelines provided by members of the Senior Team. Provide support to working groups, task and finish groups and reviews led by the Senior Team.  
|   | Organise and attend meetings and pre-planning with the Senior Team for forthcoming events to ensure they are well prepared for the meetings.  
|   | Liaise with a variety of colleagues e.g. NHS Trust contacts, Human resources, and external contacts in relation to the work of the Senior Team. Establishment and upkeep of professional contacts/relationships with colleagues throughout the University and NHS including overseas campuses and externally.  
|   | Meet and greet visitors at all levels of seniority.  
|   | In the absence of the full-time Executive Assistant, provide full EA support to the Head of School.  
|   | **Meeting Support**  
|   | Secretary to key School Boards/Committees. Responsibilities to include:  
|   | Plan a rolling programme of meeting dates and times.  
|   | Communicate details of meetings to relevant staff.  
|   | Organise IT e.g. TEAMS, Skype, webinars.  
|   | Prepare agendas reports and papers.  
|   | First draft of meeting presentations; co-ordinating contributions for others involved in the meetings.  
|   | Production and distribution of minutes/notes of meetings.  
|   | Execution of key actions and follow-up actions delegated to others.  
|   | **Administration for Executive Support Office (Executive Office)**  
|   | As part of a team you will provide support in the following areas:  
|   | Provide administration support to the wider School executive team.  
|   | Play an active role in contributing to the development and drafting of office based systems and processes to ensure the smooth running of the Executive Support Office.  
|   | Support the full-time EA on and provide administrative support for School based projects and activities e.g. School Annual Events. Assist with project plans for each event, organise meeting dates, room bookings, speakers, hospitality, first drafts of presentations and co-ordinate the activities of others who are contributing to events. Post event follow up action.  
|   | Proactive support with the editing and maintenance of the Governance pages on the School's internal Workspace.  
|   | Respond efficiently and effectively to general enquiries received into the School by visitors, phone and shared email resource.  
|   | Manage room-booking requests for rooms within the management of the Executive Support Office.  
|   | Provide support for diarising meetings/diary management/conference registration/travel and accommodation on behalf of members of the Executive Support Office.
- Assist in maintaining records by updating data contained on core University IT systems and internal databases relevant to the School.
- Maintain and keep filing systems up to date.
- Financial administration – including the use of AGRESSO, advising on pricing and purchasing; maintenance of consumables: staff and non-staff expenses, invoices to and by the teams within Executive Support.

**Other:**
- Work flexibly to provide cover for other School posts during periods of short-term absence such as sickness absence and holiday leave.
- Any other duties appropriate to the grade and job.

## Person specification

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<th>Essential</th>
<th>Desirable</th>
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| **Skills**  | ▪ Excellent IT skills including advanced use of Microsoft Office packages, particularly Word, Excel, PowerPoint, and Outlook  
▪ Excellent working knowledge of SharePoint and Teams  
▪ Excellent verbal and written communication and interpersonal skills demonstrating the ability to use tact, sensitivity, diplomacy and confidentiality  
▪ Proven influencing and negotiation skills  
▪ Ability to service and minute complex meetings at senior management level, and take contemporaneous notes and summarise discussions  
▪ Effective organisation, planning and time management skills for own area of work to ensure the Dean works as efficiently as possible  
▪ Analysis and problem solving capability  | ▪ Knowledge of academic culture  
▪ Knowledge of University procedures  
▪ Knowledge of Health Sciences sector  
▪ Knowledge of the local NHS providers, their key contacts and structures  
▪ Knowledge of University Systems, e.g. Concur, AGRESSO  
▪ Ability to use shorthand and audio type  |
| **Knowledge and experience** | ▪ Experience of working independently with little supervision to manage own area of work  
▪ Ability to define priorities and work flexibly and effectively under pressure to meet demanding and often conflicting/changing deadlines  
▪ Evidence of managing, establishing new and improving existing administrative/office | ▪ Experience of working and adapting successfully in a fast moving, changeable environment  
▪ Experience of working in partnership with the NHS; an understanding of the key working relationships within the NHS  
▪ Experience of liaising with senior University Officers (i.e. Vice-Chancellor, Directors of Professional Services, Pro-Vice-Chancellors), Chief Executives of |
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<th>Qualifications, certification and training (relevant to role)</th>
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<th>Other</th>
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| ▪ HNC or HND in a relevant subject, or equivalent qualifications.  
  ▪ Considerable experience in a relevant role(s) and in an office environment | ▪ Advanced typing/secretarial skills (audio/shorthand)  
  ▪ ECDL qualification | ▪ The ability to be a team player, supporting the work of the wider team alongside personal priorities and sharing expertise  
  ▪ Keeping own skills up to date and further developing skills, knowledge and experience to be able to meet the demands of the role  
  ▪ Flexible approach and willingness to respond immediately to changing priorities; flexible attitude to working hours at busy periods  
  ▪ A willingness to becoming familiar with the work of the team in order to provide cover or help with the work of the team  
  ▪ A willingness to adopt the Ethos and Principles of the School of Health Sciences |
Expectations and behaviours

The University has developed a clear set of core expectations and behaviours that our people should be demonstrating in their work, and as ambassadors of the University's strategy, vision and values. The following are essential to the role:

Valuing people
Is friendly, engaging and receptive, putting others at ease. Actively listens to others and goes out of way to ensure people feel valued, developed and supported.

Taking ownership
Is clear on what needs to be done encouraging others to take ownership. Takes action when required, being mindful of important aspects such as Health & Safety, Equality, Diversity & Inclusion, and other considerations.

Forward thinking
Drives the development, sharing and implementation of new ideas and improvements to support strategic objectives. Engages others in the improvement process.

Professional pride
Is professional in approach and style, setting an example to others; strives to demonstrate excellence through development of self, others and effective working practices.

Always inclusive
Builds effective working relationships, recognising and including the contribution of others; promotes inclusion and inclusive practices within own work area.

Key relationships with others

- **Line manager**
- **Role holder**
- **Key stakeholder relationships**

- Executive Administrative Manager
- Executive Assistant to the Senior Team
- External Organisations
- Colleagues
- Students