



|                           |   |                             |   |
|---------------------------|---|-----------------------------|---|
| <b>Job title</b>          | Divisional Administrator and PA to Director | <b>Job family and level</b> | Administrative, Professional and Managerial Level 3 |
| <b>School/ Department</b> | Student and Campus Life                     | <b>Location</b>             | University Park Campus                              |

## Purpose of role

To provide professional executive support to the Director of Student and Campus Life and ensure activity is coordinated across the Division. The duties and percentage time allocation provides an indication and framework for the role and should not be regarded as a definitive list or allocation.

Other reasonable duties commensurate with the grade, spirit and purpose of the post may be requested. The role holder will be expected to work flexibly to support the Division. Student and Campus Life recognise the importance of continuous professional development and therefore the importance of providing opportunities, structured support and encouragement to engage in professional development each year.

|   | <b>Main responsibilities</b><br>(Primary accountabilities and responsibilities expected to fulfil the role)  | <b>% time per year</b> |
|---|--|------------------------|
| 1 | <p><b>Executive Support</b><br/>To be responsible for all aspects of Personal Assistant and administrative support to the Director enabling them to work to the optimum in terms of efficiency and organisation, supporting other work as needed.</p> <p>Responsibilities will include:</p> <ul style="list-style-type: none"> <li>▪ To maintain and manage the diary arrangements using understanding of the Division and University context and the Director’s priorities, making judgements about urgency and appropriateness of requests for appointments and re-direct to other sources of help and advice as appropriate.</li> <li>▪ Proactive planning of the diaries throughout the year to anticipate forthcoming activity.</li> <li>▪ Be fully conversant with the work of the Director and the wider Division in order to liaise effectively with other colleagues and to judge what needs to be flagged to the Director’s attention and what can be referred to others for action.</li> <li>▪ Act as the first point of contact for the Director, responding efficiently and effectively to internal and external queries as an informed gatekeeper.</li> <li>▪ Assisting with the production and, where relevant, analysis of reports. Identify gaps or shortfalls in information and search for sources of information to fill these. Following up on action points</li> </ul> | 50%                    |

|   |   |     |
|---|---|-----|
|   | <ul style="list-style-type: none"> <li>▪ 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.</li> <li>▪ Draft letters, emails and documents on behalf of the Director along with production of typed correspondence, taking of dictation and transcription from shorthand, tape or handwritten notes, internal and external correspondence and reports.</li> <li>▪ Organise/summarise papers and reports to ensure the Director is in possession of all relevant background information needed to assist in the decision-making process.</li> <li>▪ Lead and/or support special project within guidelines provided by the Director.</li> <li>▪ Provide support to working groups, task and finish groups and reviews led by the Director.</li> <li>▪ Arrange travel and accommodation for the leadership role holder(s) and visitors.</li> <li>▪ Establishment and upkeep of professional contacts/relationships with colleagues throughout the University and external stakeholders.</li> </ul>   |     |
| 2 | <p><b>Divisional Administration</b><br/>You will provide support in the following areas:</p> <ul style="list-style-type: none"> <li>▪ Provide administrative support to other divisional senior managers where appropriate</li> <li>▪ Financial administration – including the use of AGRESSO, advising on pricing and purchasing; maintenance of consumables; staff and non-staff expenses; processing invoices</li> <li>▪ Completion of financial year-end procedures</li> <li>▪ Provide administration support to the wider Division senior team</li> <li>▪ Play an active role in contributing to the development and drafting of office-based systems and processes to ensure the smooth running of the Division</li> <li>▪ Organise office duties including review and adjust procedures and ways of working to improve effectiveness using lean principles</li> <li>▪ Provide administrative support for Division based projects and activities.</li> <li>▪ Support with the editing and maintenance of the Division's webpages</li> <li>▪ Responding efficiently and effectively to general enquiries</li> <li>▪ Maintaining records by updating data contained on core University IT systems and internal databases relevant to the Division.</li> <li>▪ Maintaining and keeping filing systems up to date</li> <li>▪ Support the effective deliver of compliance-related matters e.g. H&amp;S, GDPR etc.</li> </ul> | 30% |
| 3 | <p><b>Meeting Support</b><br/>Secretary to key Committees and meetings. Responsibilities to include:</p> <ul style="list-style-type: none"> <li>▪ Planning a rolling programme of meeting dates and times</li> <li>▪ Communicating details of meetings to relevant staff</li> <li>▪ Organising IT e.g., Skype, Teams, webinars</li> <li>▪ Preparation of agendas, reports and papers</li> <li>▪ Execution of key actions and follow-up actions delegated to others</li> <li>▪ Production and distribution of minutes/notes of meetings.</li> </ul>  | 20% |
| 4 | Any other duties appropriate to the grade and job   |     |

## Person specification

|        | Essential  | Desirable  |
|--------|--|--|
| Skills | <ul style="list-style-type: none"> <li>▪ Excellent IT skills including advanced use of Microsoft Office packages, particularly Word, Excel, PowerPoint, and Outlook</li> <li>▪ Excellent verbal and written communication and interpersonal skills demonstrating the ability to use tact, sensitivity, diplomacy and confidentiality</li> <li>▪ Proven influencing and negotiation skills</li> <li>▪ Ability to service and minute complex meetings at senior management level, and take contemporaneous notes and summarise discussions</li> <li>▪ Effective organisation, planning and time management skills for own area of work to ensure the Dean works as efficiently as possible</li> <li>▪ Analysis and problem-solving capability</li> <li>▪ Flexible approach and willingness to respond immediately to changing priorities; flexible attitude to working hours at busy periods</li> <li>▪ Willingness to learn new skills and procedures</li> <li>▪ Excellent customer relations</li> <li>▪ High levels of resilience</li> <li>▪ Ability to deal with a change</li> <li>▪ Adaptable and enjoys a challenge</li> <li>▪ A strong personal focus on service excellence, a positive can-do approach and attitude</li> <li>▪ The ability to be a team player, supporting the work of the wider team alongside personal priorities, sharing expertise and experience of working independently with little supervision to manage own area of work.</li> </ul> | <ul style="list-style-type: none"> <li>▪ Knowledge of University Systems, e.g., Concur, AGRESSO</li> </ul> |

|   |  |   |
|---|--|---|
| <p><b>Knowledge and experience</b></p>                                      | <ul style="list-style-type: none"> <li>▪ Experience of working independently with little supervision to manage own area of work</li> <li>▪ Experience of working and adapting successfully in a fast moving, changeable environment</li> <li>▪ Ability to define priorities and work flexibly and effectively under pressure to meet demanding and often conflicting/changing deadlines</li> <li>▪ Evidence of managing, establishing new and improving existing administrative/office systems and procedures and managing resources</li> <li>▪ Experience of complex diary management</li> <li>▪ Previous experience in a related role building working relationships to support and work confidently with senior management</li> <li>▪ Acting as first point of contact responding efficiently and effectively to internal and external queries as an informed gatekeeper</li> <li>▪ Experience of working accurately under pressure to tight deadlines using personal initiative and judgement to resolve queries effectively</li> <li>▪ Experience of organising travel, meetings, visitor hospitality and events</li> </ul> | <ul style="list-style-type: none"> <li>▪ Knowledge of academic culture</li> <li>▪ Knowledge of University procedures</li> </ul> |
| <p><b>Qualifications, certification and training (relevant to role)</b></p> | <ul style="list-style-type: none"> <li>▪ Qualified to A level standard, or equivalent with GSCE's in English and maths, or equivalent</li> </ul> <p style="text-align: center;"><b>OR</b></p> <ul style="list-style-type: none"> <li>▪ Considerable experience in a relevant role(s)</li> </ul>  |   |



The University of Nottingham is focused on embedding equality, diversity and inclusion in all that we do. As part of this, we welcome a diverse population to join our work force and therefore encourage applicants from all communities, particularly those with protected characteristics under the Equality Act 2010.

## 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



