## Purpose of role

To provide a professional Executive Assistant service working primarily with either the Senior Management Team or with the Head of School.

Both posts will work as team members of the Executive Support Team providing administrative assistance to the Executive Support Office and members of the School Executive to support the strategic aims of the School.

## Main responsibilities

(Primary accountabilities and responsibilities expected to fulfil the role)

<table>
<thead>
<tr>
<th>% time per year</th>
<th>Executive Support</th>
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<tr>
<td>50%</td>
<td>To be responsible for all aspects of personal assistant and administrative support to the Head of School (if appropriate) and members of the Senior Management Team, enabling them to work to the optimum in terms of efficiency and organisation, supporting other work as needed. Responsibilities will include:</td>
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<td>▪ To maintain and manage 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 diaries throughout the academic year to anticipate forthcoming activity that will require the Head of School/Senior Management Teams time</td>
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<td>▪ Be fully conversant with the work of Head of School/Senior Management Team and the wider school in order to liaise effectively with senior colleagues in the University and local NHS Trusts and to judge what needs the Head of School/Senior Management Teams attention and what can be referred to others for action</td>
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<td>▪ Act as the first point of contact for the Head of School/Senior Management Team responding efficiently and effectively to internal and external queries as an informed gatekeeper</td>
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<td>▪ Assisting 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.</td>
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- Screen communications and identify priority correspondence. Use own judgement to make initial responses, consulting and following up email and letter correspondence as appropriate, maintaining appropriate confidentiality.
- Draft letters, emails, and documents on behalf of the Head of School/Senior Management 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 Head of School/Senior Management 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 the Head of School/Senior Management Team. Provide support to working groups, task and finish groups and reviews led by the Head of School/Senior Management Team.
- Organising and attending meetings and pre-planning with the Head of School/Senior Management Team for forthcoming events to ensure they are well prepared for the meetings.
- Arrange travel and accommodation for the Head of School/Senior Management Team and visitors.
- Liaising with a variety of colleagues e.g. NHS Trust contacts, Human Resources, and external contacts in relation to the work of the Head of School/Senior Management Team. Establishment and upkeep of professional contacts/relationships with colleagues throughout the University and NHS including the overseas campuses and externally.
- Meeting and greeting visitors at all levels of seniority.

| 2 | **Meeting Support**  
Secretary to key School Boards/Committees. Responsibilities to include:  
- Planning a rolling programme of meeting dates and times.  
- Communicating details of meetings to relevant staff.  
- Organising IT e.g. Skype, webinars.  
- Preparation of 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.  

| 3 | **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.  
- Lead on and provide administrative support for School based projects and activities e.g. School Annual Events. Prepare 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, with post-event follow up action.  
- Proactive support with the editing and maintenance of the Governance pages on the School’s internal Workspace. | 20% |
- Responding 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.
- Maintaining records by updating data contained on core University IT systems and internal databases relevant to the School.
- Maintaining and keeping 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.
- Completion of financial year-end procedures.
- Raising Purchase Orders and ordering goods as requested by senior management.

**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>Skills</th>
<th>Essential</th>
<th>Desirable</th>
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<tr>
<td>▪ Excellent IT skills including advanced use of Microsoft Office packages, particularly Word, Excel, PowerPoint, and Outlook</td>
<td>▪ Ability to use shorthand and audio type</td>
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<td>▪ Excellent verbal and written communication and interpersonal skills demonstrating the ability to use tact, sensitivity, diplomacy, and confidentiality</td>
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<td>▪ Proven influencing and negotiation skills</td>
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<td>▪ Ability to service and minute complex meetings at senior management level, and take contemporaneous notes and summarise discussions</td>
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<td>▪ Effective organisation, planning and time management skills for own area of work to ensure the Head of School/Senior Management Team works as efficiently as possible</td>
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<td>▪ Analysis and problem-solving capability</td>
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<td>▪ Ability to define priorities and work flexibly and effectively under pressure to meet demanding and often conflicting/changing deadlines</td>
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<td>▪ The ability to be a team player, supporting the work of the wider team alongside personal priorities and sharing expertise</td>
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<td>▪ Keeping own skills up to date and further developing skills, knowledge, and experience to be able to meet the demands of the role</td>
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<td>▪ Flexible approach and willingness to respond immediately to changing priorities; flexible attitude to working hours at busy periods</td>
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| Knowledge and experience | |
|--------------------------| |
| ▪ Experience of working independently with little supervision to manage own area of work | ▪ Knowledge of academic culture |
| ▪ Evidence of managing, establishing new and improving existing administrative/office | ▪ Knowledge of University procedures |
| | ▪ Knowledge of Health Sciences sector |
systems and procedures and managing resources
- Experience of complex diary management
- Significant previous experience in a related role, building working relationships to support and work confidently with senior management, preferably in a HE and/or NHS environment
- Acting as first point of contact, responding efficiently and effectively to internal and external queries as an informed gatekeeper
- Experience of working accurately under pressure to tight deadlines using personal initiative and judgement to resolve queries effectively
- Experience of organising travel, meetings, visitor hospitality and events
- Knowledge of the local NHS providers, their key contacts, and structures
- Knowledge of University Systems, e.g. Concur, AGRESSO
- Experience of working and adapting successfully in a fast moving, changeable environment
- Experience of working in partnership with the NHS with 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 NHS Trusts, Heads of Schools within the University, on matters relating to university policies

| Qualifications, certification and training (relevant to role) | HNC or HND in a relevant subject, or equivalent qualifications plus considerable experience in relevant role(s) in an office environment | Advanced typing/secretarial skills (audio/shorthand)
- ECDL qualification |

| Statutory, legal or special requirements | A willingness to become 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 |

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.

The University is a signatory of the Declaration on Research Assessment (DORA). As such we commit to focus on the scientific content of publications (where requested or provided as part of the recruitment and selection process) as a basis for review of quality, and consideration of value and impact of research conducted, rather than any proxy measures such as Journal Impact Factor.
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