Purpose of role

To provide a professional Executive Assistant service to the Chair of the Quality and Standards Committee to support the execution of their responsibilities.

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. You will be expected to work flexibly.

The School of Medicine 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.

Main responsibilities
(Primary accountabilities and responsibilities expected to fulfil the role)

<table>
<thead>
<tr>
<th>% Time per year</th>
</tr>
</thead>
</table>

**Executive Support**

To be responsible for all aspects of Personal Assistant and administrative support to the Chair of the Quality and Standards Committee 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 diary arrangements using understanding of School and University context and the Chair of the Quality and Standards Committee’s 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 diaries throughout the academic year to anticipate forthcoming activity

- Be fully conversant with the work of the Chair of the Quality and Standards Committee and the wider School/University in order to liaise effectively with senior colleagues in the University and to judge what needs to be flagged to the Chair of the Quality and Standards Committee attention and what can be referred to others for action

60%
- Act as the first point of contact for the Chair of the Quality and Standards Committee responding efficiently and effectively to internal and external queries as an informed gatekeeper
- 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
- 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 Chair of the Quality and Standards Committee along with production of typed correspondence, taking of dictation and transcription from shorthand, tape or handwritten notes, internal and external correspondence and reports, including for all areas of the Chair of the Quality and Standards Committee’s responsibilities
- Organise/summarise papers and reports to ensure the Chair of the Quality and Standards Committee is 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 Chair of the Quality and Standards Committee
- Provide support to working groups, task and finish groups and reviews led by the Chair of the Quality and Standards Committee
- Organising and attending meetings and pre-planning with the Chair of the Quality and Standards Committee for forthcoming events to ensure they are well prepared for the meetings
- Arrange travel and accommodation for the Chair of the Quality and Standards Committee 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 Chair of the Quality and Standards Committee Establishment and upkeep of professional contacts/relationships with colleagues throughout the University and NHS including the overseas campuses and externally

**Meeting Support**
Secretary to key School/University Committees relevant to the Chair of the Quality and Standards Committee areas of responsibility. Responsibilities to include:
- Planning a rolling programme of meeting dates and times
- Communicating details of meetings to relevant staff
- Organising IT e.g. Skype, Teams, 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

**General Administration**
- As part of a team, you will provide support in the following areas:
  - 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 relevant to the Chair of the Quality and Standards Committee areas of responsibility
  - Completion of financial year-end procedures
- Play an active role in contributing to the development and drafting of office-based systems and processes to ensure the smooth running of the School/University
- Organise office duties including review and adjust procedures and ways of working to improve effectiveness using lean principles
- Proactive support with the editing and maintenance of the Quality Manual pages
- Maintaining records by updating data contained on core University IT systems and internal databases relevant to the Quality and Standards Committee.
- Maintaining and keeping filing systems up to date
- Any other duties appropriate to the grade and level of the role

## Person specification

<table>
<thead>
<tr>
<th>Skills</th>
<th>Essential</th>
<th>Desirable</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>▪ Excellent IT skills including advanced use of Microsoft Office packages, particularly Word, Excel, PowerPoint, and Outlook</td>
<td>▪ Knowledge of regulatory environment relevant to Quality and Standards (e.g. Office for Students)</td>
</tr>
<tr>
<td></td>
<td>▪ Excellent verbal and written communication and interpersonal skills demonstrating the ability to use tact, sensitivity, diplomacy and confidentiality</td>
<td>▪ Knowledge of University Systems, e.g. Concur, AGRESSO</td>
</tr>
<tr>
<td></td>
<td>▪ Proven influencing and negotiation skills</td>
<td>▪ Ability to use shorthand and audio type</td>
</tr>
<tr>
<td></td>
<td>▪ Ability to service and minute complex meetings at senior management level, and take contemporaneous notes and summarise discussions</td>
<td></td>
</tr>
<tr>
<td></td>
<td>▪ Effective organisation, planning and time management skills for own area of work to ensure the Chair of the Quality and Standards Committee works as efficiently as possible</td>
<td></td>
</tr>
<tr>
<td></td>
<td>▪ Analysis and problem-solving capability</td>
<td></td>
</tr>
<tr>
<td></td>
<td>▪ Flexible approach and willingness to respond immediately to changing priorities; flexible attitude to working hours at busy periods</td>
<td></td>
</tr>
<tr>
<td></td>
<td>▪ Willingness to learn new skills and procedures</td>
<td></td>
</tr>
<tr>
<td>Knowledge and experience</td>
<td>Experience of working independently with little supervision to manage own area of work</td>
<td></td>
</tr>
<tr>
<td>--------------------------</td>
<td>-----------------------------------------------------------------------------------</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Experience of working and adapting successfully in a fast moving, changeable environment</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Ability to define priorities and work flexibly and effectively under pressure to meet demanding and often conflicting/changing deadlines</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Evidence of managing, establishing new and improving existing administrative/office systems and procedures and managing resources</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Experience of complex diary management</td>
<td></td>
</tr>
<tr>
<td></td>
<td>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</td>
<td></td>
</tr>
<tr>
<td></td>
<td>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</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Acting as first point of contact responding efficiently and effectively to internal and external queries as an informed gatekeeper</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Experience of working accurately under pressure to tight deadlines using personal initiative and judgement to resolve queries effectively</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Experience of organising travel, meetings, visitor hospitality and events</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Knowledge of academic culture</td>
<td>Experience of working in the broader University context</td>
</tr>
</tbody>
</table>
Knowledge of University procedures

Qualifications, certification and training (relevant to role)
- HNC or HND in a relevant subject, or equivalent qualifications/certification, OR
- Considerable experience in a relevant role(s) and in an office environment
- Educated to degree level, or equivalent
- Advanced typing/secretarial skills – audio/shorthand
- ECDL qualification
- Lean Six Sigma

Other
- Keeping own skills up to date and further developing skills, knowledge and experience to be able to meet the demands of the role
- Adopting and delivering to the School of Medicine’s Professional Services Service Excellence Standards

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**
  - Senior Operations Manager

- **Role holder**
  - Executive Assistant

- **Key stakeholder relationships**
  - Chair of QSC
  - External stakeholders
  - Colleagues
  - Students