



Job title	Executive Assistant	Job family and level	Administrative, Professional and Managerial Level 3
School/ Department	School of Medicine / Nottingham Clinical Trials Unit	Location	University of Nottingham

Purpose of role

To provide a professional Executive Assistant service to the Nottingham Clinical Trials Unit (NCTU) Director, Deputy Director and Executive Committee members to support the execution of their responsibilities. Working as a team member of the School Executive Support Group providing administrative assistance to the leadership role holder(s) to support the strategic aims of the School.

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 to support the Professional Services across the School.

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.

Nottingham Clinical Trials Unit (NCTU) is a UK Clinical Research Collaboration registered Clinical Trials Unit (<http://www.ukcrc-ctu.org.uk>) based in the School of Medicine at the University of Nottingham. The Unit's mission is to conduct high quality, high impact multicentre trials to improve health and well-being.

NCTU has a broad portfolio of trials including studies evaluating medical devices, medicines and complex interventions. The Unit currently has around 70 staff, and with investment of strategic development funding from the University this is anticipated to expand to 100 staff over the next 3-5 years.

For further information see: www.nctu.ac.uk

	<p>Main responsibilities (Primary accountabilities and responsibilities expected to fulfil the role)</p>	<p>% Time per year</p>
	<p>Executive Support</p> <p>To be responsible for all aspects of Personal Assistant and administrative support to a nominated leadership role holder(s) in the School enabling them to work to the optimum in terms of efficiency and organisation, supporting other work as needed. Responsibilities will include:</p> <ul style="list-style-type: none"> ▪ To maintain and manage the diary arrangements using understanding of School and University context and the leadership role holder(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 leadership role holder(s) and the wider School in order to liaise effectively with senior colleagues in the University and local NHS Trusts and to judge what needs to be flagged to the leadership role holder(s) attention and what can be referred to others for action ▪ Act as the first point of contact for the leadership role holder(s) 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 leadership role holder(s) 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 leadership role holder(s) 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 leadership role holder(s) ▪ Provide support to working groups, task and finish groups and reviews led by the leadership role holder(s) ▪ Organising and attending meetings and pre-planning with the leadership role holder(s) for forthcoming events to ensure they are well prepared for the meetings ▪ Arrange travel and accommodation for the leadership role holder(s) 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 leadership role holder(s) ▪ Establishment and upkeep of professional contacts/relationships with colleagues throughout the University and NHS including the overseas campuses and externally 	<p>50%</p>

	<p>Meeting Support Secretary to key School Committees. Responsibilities to include:</p> <ul style="list-style-type: none"> ▪ 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 	20%
	<p>General Administration</p> <ul style="list-style-type: none"> ▪ 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 within Executive Support ▪ Completion of financial year-end procedures ▪ 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 School ▪ Organise office duties including review and adjust procedures and ways of working to improve effectiveness using lean principles ▪ 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. Post events follow up action ▪ Proactive support with the editing and maintenance of the Governance pages on the School's internal Workspace ▪ Responding efficiently and effectively to general enquiries received into the School by visitors, phone and shared email resource ▪ Maintaining records by updating data contained on core University IT systems and internal databases relevant to the School of Medicine ▪ Maintaining and keeping filing systems up to date 	30%
	<ul style="list-style-type: none"> ▪ Any other duties appropriate to the grade and level of the role 	

Person specification

	Essential	Desirable
Skills	<ul style="list-style-type: none"> ▪ Excellent IT skills including advanced use of Microsoft Office packages, particularly Word, Excel, PowerPoint, and Outlook ▪ Excellent verbal and written communication and interpersonal skills demonstrating the ability to use 	<ul style="list-style-type: none"> ▪ Knowledge of Medical Education/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

	<p>tact, sensitivity, diplomacy and confidentiality</p> <ul style="list-style-type: none"> ▪ 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 ▪ Flexible approach and willingness to respond immediately to changing priorities; flexible attitude to working hours at busy periods ▪ Willingness to learn new skills and procedures ▪ Excellent customer relations ▪ High levels of resilience ▪ Ability to deal with a change ▪ Flexible team player willing to do what it takes to get the job done; adaptable and enjoys a challenge 	
<p>Knowledge and experience</p>	<ul style="list-style-type: none"> ▪ Experience of working independently with little supervision to manage own area of work ▪ Experience of working and adapting successfully in a fast moving, changeable environment ▪ 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 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 	<ul style="list-style-type: none"> ▪ Experience of working in partnership with the NHS; an understanding of the key working relationships within the NHS

	<p>management, preferably in a HE and/or NHS environment</p> <ul style="list-style-type: none"> ▪ 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 ▪ 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 academic culture ▪ Knowledge of University procedures 	
<p>Qualifications, certification and training (relevant to role)</p>	<ul style="list-style-type: none"> ▪ HNC or HND in a relevant subject, or equivalent qualifications/certification, OR ▪ Considerable experience in a relevant role(s) and in an office environment 	<ul style="list-style-type: none"> ▪ Educated to degree level, or equivalent ▪ Advanced typing/secretarial skills – audio/shorthand ▪ ECDL qualification ▪ Lean Six Sigma
<p>Other</p>	<ul style="list-style-type: none"> ▪ 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

