



Job title	Administrator to the Pro Vice-Chancellor (Science)	Job family and level	Administrative, Professional and Managerial Level 2
School/ Department	Faculty of Science	Location	University Park Campus

Purpose of role

You will provide comprehensive, high quality and confidential administrative support to the Pro-Vice Chancellor for Science including committee and meeting support, diary management and other general administrative duties where required. You will have excellent interpersonal skills and the ability to build authentic relationships with colleagues from all areas of the university, working in a collegial team and within a wide network of colleagues. Your role will require you to work collaboratively with colleagues within the faculty of science to ensure effective administrative support across the range of activities.

	Main responsibilities (Primary accountabilities and responsibilities expected to fulfil the role)	% time per year
1	<p>General Administration</p> <ul style="list-style-type: none"> ▪ Oversee the effective management of the Pro Vice Chancellor Science (PVC). Undertake regular diary planning and monitoring and prioritising, including management of the generic inbox. Use own judgement to make initial responses, consulting and following up email and letter correspondence as appropriate. ▪ Draft responses for the PVC and prepare correspondence to a high standard, some of which is of a confidential nature. ▪ Acting as a filter for all key enquiries for University staff, students and dealing with such enquiries by channeling them to personnel within the University and ensuring that actions are taken appropriately and promptly. ▪ Proactively develop strong relationships with internal stakeholders of high importance to the work of the PVC <p>General support for administration and maintaining operation. To include most or all of the following: <u>Planning & Organising</u></p> <ul style="list-style-type: none"> ▪ Plan and prioritise own work activities, responding to manager's/school/departmental/work unit requirements, in addition to own responsibilities. ▪ Arrange and/or support internal and external activities/events, collating and recording relevant information/documentation as requested. 	50%

	<ul style="list-style-type: none"> ▪ Monitor and take responsibility for small-scale resources, following established procedures. <p><u>Analysis, Reporting & Documentation</u></p> <ul style="list-style-type: none"> ▪ Prepare/create documents from a brief and /or non-standard documentation that may require the use of advanced word processing skills and/or integration of a range of software applications may involve employing a range of language/terminology over and above that found in everyday usage). ▪ Gather and manipulate routine data so that others can interpret it or incorporate it into their own work ▪ Develop and maintain relevant databases, spreadsheets and filing systems to ensure accurate, up to date, information is accessible to those that require it. ▪ Monitor trends and anomalies within source data, reporting findings accurately and appropriately. <p><u>Customer/Service Support</u></p> <ul style="list-style-type: none"> ▪ Receive and respond to enquiries from/to customers, including more complex queries, judging when to forward on to or involve others. ▪ Understanding of common systems relevant to area of work to enable manipulation of information to assist with initial investigation of customer queries/problem resolution. ▪ Recognise/understand impact of incidents arising and raise issues of concern where necessary to ensure appropriate resolution of customer enquires/issues. ▪ Respond to general issues/problems and administrative matters in line manager's absence. ▪ Demonstrate or explain the services available and/or the use of facilities to customers. 	
2	<p>Governance and administrative support</p> <ul style="list-style-type: none"> ▪ Perform manipulation of confidential data, exercising due care and attention to the transfer and/or storage of such information. ▪ Prepare, coordinate and minute committees, meetings or other collective activity, following up on actions and key correspondence. ▪ Manage documentation and schedules. ▪ Support small projects to drive a common objectives as defined by team or area ▪ Reporting outcomes, progress and follow up of complex processes. ▪ Maintenance and contribution to online assets and collateral and digital outputs 	25%
3	<p>Support and specific outputs</p> <p><u>Continuous Improvement</u></p> <ul style="list-style-type: none"> ▪ Relay customer feedback and comments and contribute to proposals for improvements to current working methods. ▪ Keep skills up to date and develop competence through learning from colleagues and/or gaining experience of a range of work <p><u>People Management</u></p> <p>Either,</p> <ul style="list-style-type: none"> ▪ Allocate and prioritise the work/tasks of others, ensuring they are completed correctly and to schedule, and providing feedback when 	25%

	<p>necessary. Provide guidance and support to junior colleagues through informal (on-the-job) training/coaching in own area.</p> <p>And/Or</p> <ul style="list-style-type: none"> ▪ Demonstrates sensitivity and consideration to other people's/customer needs and feelings,. Co-operate with and offer mutual support to colleagues in a team/work unit, adopting a flexible approach to delivering work objectives. 	
4	<ul style="list-style-type: none"> ▪ Any other duties appropriate to the grade and role 	

Person specification

	Essential	Desirable
Skills	<ul style="list-style-type: none"> ▪ Excellent oral and written communication skills ▪ Excellent IT skills including in MS Word, Excel, SharePoint and Teams, and the ability to integrate different packages. 	<ul style="list-style-type: none"> ▪ Minute/note taking skills (either through the use of audio or shorthand).
Knowledge and experience	<ul style="list-style-type: none"> ▪ Ability to build working relationships within area of work and with external stakeholders/suppliers ▪ Experience of planning own work activities in response to differing needs and deadlines ▪ Ability to work independently to resolve complex internal and external queries and to provide and maintain a high level of customer service whilst working to deadlines. ▪ Accuracy, reliability and willing and adaptable to learn new skills and procedures (and legislation) ▪ Broad experience of manual processes. 	<ul style="list-style-type: none"> ▪ Experience of working in higher education.
Qualifications, certification and training (relevant to role)	<ul style="list-style-type: none"> ▪ Vocational qualification (NVQ2 Administration with Secretarial Skills) or equivalent and experience of an office/administrative environment or ▪ Considerable work experience in relevant role. ▪ Awareness of relevant procedures and legal requirements in a Higher Education setting. 	
Statutory, legal or special requirements	<ul style="list-style-type: none"> ▪ Awareness of relevant procedures and legal requirements in a Higher Education setting. 	



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:

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| 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

