

Post Details		Last Updated: 13/06/2022	
Faculty/Administrative/Service Department	Professional Services		
Job Title	Project Assistant (Dynamics HR System Implementation / SurreyHR)		
Job Family	Professional Services	Job Level	2b
Responsible to	Programme HR Lead		
Responsible for (Staff)	n/a		
<u>Job Purpose Statement</u>			
<p>To contribute to the efficient and effective running of the Dynamics HR System Implementation (SurreyHR) programme through the provision of administrative and general programme support. The post holder will deal with everyday administrative activities alongside providing support on key tasks required under the programme, such as arranging key meetings, minute taking, organisation of workshops, and assisting workstream leads when required (e.g. training and testing)</p>			
<u>Key Responsibilities</u> This document is not designed to be a list of all tasks undertaken but an outline record of the main responsibilities (5 to 8 maximum)			
<ol style="list-style-type: none"> 1. To be responsible for dealing with all aspects of administrative support to the programme. 2. To co-ordinate and communicate with stakeholders to ensure satisfactory implementation of activities in a professional, courteous and timely manner. This will include dealing with queries and reactive work requests to ensure successful delivery of the programme of works. 3. To be responsible for the arrangements for workshops/ meetings (room booking and preparation, collation and preparation of documents, plans, slides, spreadsheets, etc.) 4. To provide comms support where required including, maintaining plans, build of the a new SharePoint site (HR Engage) , regular communications 5. Support broader aspects of the Programme as and when required by workstream leads, such as Business readiness, training and testing administration. <p>N.B. The above list is not exhaustive.</p>			
All staff are expected to:			
<ul style="list-style-type: none"> • Positively support equality of opportunity and equity of treatment to colleagues and students in accordance with the University of Surrey Equal Opportunities Policy. • Work to achieve the aims of our Environmental Policy and promote awareness to colleagues and students. • Follow University/departmental policies and working practices in ensuring that no breaches of information security result from their actions. • Ensure they are aware of and abide by all relevant University Regulations and Policies relevant to the role. • Undertake such other duties within the scope of the post as may be requested by your Manager. • Work supportively with colleagues, operating in a collegiate manner at all times. 			
Help maintain a safe working environment by:			
<ul style="list-style-type: none"> • Attending training in Health and Safety requirements as necessary, both on appointment and as changes in duties and techniques demand. • Following local codes of safe working practices and the University of Surrey Health and Safety Policy. 			
<u>Elements of the Role</u>			
<p>This section outlines some of the key elements of the role, which allow this role to be evaluated within the University's structure. It provides an overview of what is expected from the post holder in the day-to-day operation of the role.</p>			
<u>Planning and Organising</u>			
<p>The post holder is expected to provide proactive administrative support on a daily basis to the Programme team . This may involve an uneven distribution of the workload, with peak times being in the lead up to Programme Boards.</p> <p>Take a proactive approach to planning an organising, supporting the programme team with all aspects of planning including but not exclusively arranging and setting up meetings, diary management, being on hand to support any technical meeting room set-ups, etc.</p>			

Compiling information, data, analysis, interpretation (and the ability to present the data / analysis) as and when required.

This role requires attention to detail and focus. This position requires someone with excellent administrative skills (and customer service skills. Someone who has a can-do and proactive approach, who enjoys providing support, who is flexible, agile and can respond to varying requirements and workloads and can work at pace and intensity at times. Someone who enjoys working as part of a team to seamlessly to progress programmes.

Problem Solving and Decision Making

The post holder is expected to address independently any challenge that can arise during the specified tasks. If any unusual or unexpected issue arises, the post holder should seek advice from the Programme Manager. For example, if a deadline will not be met the post holder is expected to proactively set expectations prior to the deadline, offer alternative solutions, etc.

Continuous Improvement

The post holder is expected to take a pro-active approach to their work and is encouraged to make suggestions or improvements to working methods to enhance the delivery of the programme and supporting activities, implementing them under the guidance of the Programme Manager.

Accountability

The post holder will be expected to manage the delivery of their work to proactively ensure activities are delivered and deadlines are met. The post holder will be expected to ensure the effective distribution and delivery of administrative support specifically associated to the programme and associated planning and admin tasks. Someone who has a can-do approach and can be accountable and take ownership for moving things forward until completion.

Dimensions of the role

The role will support the programme team with the design and implementation of the programme activities.

To provide administrative support and take an active role supporting the Programme team in the daily to day activities associated to running a programme.

Supplementary Information

n/a

Person Specification This section describes the sum total of knowledge, experience & competence required by the post holder that is necessary for standard acceptable performance in carrying out this role.

Qualifications and Professional Memberships

GCSE level (numeracy and literacy) or equivalent vocational qualifications, plus some relevant work experience

Or

Learning gained through work experience. This will include short course and other formal training.

E

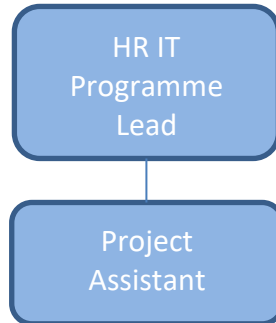
Technical Competencies (Experience and Knowledge) This section contains the level of competency required to carry out the role (please refer to the Competency Framework for clarification where needed and the Job Matching Guidance).	Essential/ Desirable	Level 1-3
Extensive working knowledge of Microsoft Office, including Word, Outlook, Excel, Mail Merge and PowerPoint. Note in addition – Microsoft Project, Visio desirable but not essential.	E	2
Experience of the Higher Education Sector	D	n/a
Project role Experience	E	2
Core Competencies This section contains the level of competency required to carry out this role. (Please refer to the competency framework for clarification where needed). n/a (not applicable) should be placed, where the competency is not a requirement of the grade.	Level 1-3	
Communication	2	
Adaptability / Flexibility	2	
Customer/Client service and support	2	
Planning and Organising	2	
Continuous Improvement	1	
Problem Solving and Decision-making Skills	1	
Managing and Developing Performance	n/a	
Creative and Analytical Thinking	2	
Influencing, Persuasion and Negotiation Skills	1	
Strategic Thinking & Leadership	n/a	
<p>This Job Purpose reflects the core activities of the post. As the Department/Faculty and the post holder develop, there will inevitably be some changes to the duties for which the post is responsible, and possibly to the emphasis of the post itself. The University expects that the post holder will recognise this and will adopt a flexible approach to work. This could include undertaking relevant training where necessary.</p> <p>Should significant changes to the Job Purpose become necessary, the post holder will be consulted and the changes reflected in a revised Job Purpose.</p>		

Organisational/Departmental Information & Key Relationships

Background Information

The Human Resources team aims to provide an efficient, effective and supportive HR service to the University community as part of the Professional Services Group. The Department implemented a new HR Operating model in 2020 and as part of this change, all HR processes have been re-designed and streamlined, and the HR structure re-designed to support this. The team consists of HR Operations, HR Advisory, Resourcing, Organisation Design, Reward and EDI as well the HR Business Partners who are located across the campus, supporting both Faculty and Professional services.

Department Structure Chart



Relationships

Internal

- Programme Manager
- Programme Workstream Leads
- HR Operations Manager
- Subject matter Experts

External

- Suppliers/consultants as and when required