

Post Details		Last Updated: 16/09/2022		OSRF 1247-22	
Faculty/Administrative/Service Department	Professional Services				
Job Title	Project Assistant (Designing for Success (D4S) and associated programmes)				
Job Family	Professional Services	Job Level	2b		
Responsible to	Programme Manager				
Responsible for (Staff)	n/a				
<u>Job Purpose Statement</u>					
<p>To contribute to the efficient and effective running of the Designing for Success (D4S) and associated programmes through the provision of administrative and general programme support. The role will also support OD work from time to time. The post holder will deal with everyday administrative activities alongside providing support on key tasks required under the programme, such as assisting with the creation of necessary paperwork for Programme Boards, arranging key meetings, minute taking, organisation of workshops, collation, and analysis of data, e.g., People, financial data, etc.</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 D4S 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. Fully supporting the Programme Manager to update, maintain and review project materials and ensure a supportive service is provided to key stakeholders of the programme i.e., HRBP's, OD and Senior Leaders, etc. 4. To be responsible for the arrangements for workshops/ meetings (room booking and preparation, collation and preparation of documents, plans, slides, spreadsheets, etc.) 5. To collate People data using tools such as PeopleSoft and PowerBI, with the ability to export data (and complete basic analysis and present the data where required) and so that it can be used for Programme purposes. 6. To provide comms support where required including, maintaining plans and logs, maintenance of the dedicated web pages on SurreyNet and any other material. 7. Provide programme document management support. 8. Support broader aspects of the Programme as and when required by other HR teams, such as Change Management administration. 9. Supporting OD work from time to time connected the employee survey. This may include a) monitoring the inbox and answering FAQs, sourcing answer, signposting or escalating; b) organising briefing meetings/skill sessions e.g., about how to drive response rates, how to use the dashboard, how to interpret results, how to effectively action plan, etc. c) keep action log up to date and ensure correct info available for each meeting, d) support EFCS in increasing engagement / response rates locally, etc. <p>N.B. The above list is not exhaustive.</p>					

All staff are expected to:

- 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:

- 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.

Elements of the Role

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.

Planning and Organising

The post holder is expected to provide proactive administrative support on a daily basis to the Programme Manager. This may involve an uneven distribution of the workload, with peak times being in the lead up to Programme Boards. Other activities (for instance maintenance of web pages and updating project folders) will require a more constant activity, and therefore careful planning.

Take a proactive approach to planning an organising, supporting the programme manager / programme team with all aspects of planning including but not exclusively arranging and setting up meetings, diary management, being on hand to support ant technical meeting room set-ups, etc.

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 and a proactive approach customer service approach. This position requires someone with excellent administrative skills (and customer service skills), who ideally has an understanding of the University and key stakeholders. 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.

<p><u>Dimensions of the role</u></p> <p>As well as the Programme Manager, the role will also support other HR colleagues with the design and implementation of the programme activities.</p> <p>To provide administrative support and take an active role supporting the Programme Manager and other team members in the daily to day activities associated to running a programme.</p>		
<p><u>Supplementary Information</u> n/a</p>		
<p>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.</p>		
<p>Qualifications and Professional Memberships</p>		
<p>GCSE level (numeracy and literacy) or equivalent vocational qualifications, plus some relevant work experience</p> <p>Or</p> <p>Learning gained through work experience. This will include short course and other formal training.</p>		E
<p>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).</p>	Essential/ Desirable	Level 1-3
<p>Extensive working knowledge of Microsoft Office, including Word, Outlook, Excel, Mail Merge and PowerPoint.</p> <p>Note in addition – Microsoft Project, Visio desirable but not essential.</p>	E	2
<p>Experience of the Higher Education Sector</p>	D	n/a
<p>Experience of HR/L&D processes and systems</p>	E D	2
<p>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.</p>		Level 1-3
<p>Communication</p> <p>Adaptability / Flexibility</p> <p>Customer/Client service and support</p> <p>Planning and Organising</p> <p>Continuous Improvement</p> <p>Problem Solving and Decision-making Skills</p> <p>Managing and Developing Performance</p> <p>Creative and Analytical Thinking</p> <p>Influencing, Persuasion and Negotiation Skills</p> <p>Strategic Thinking & Leadership</p>		<p>2</p> <p>2</p> <p>2</p> <p>2</p> <p>1</p> <p>1</p> <p>n/a</p> <p>2</p> <p>1</p> <p>n/a</p>
<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

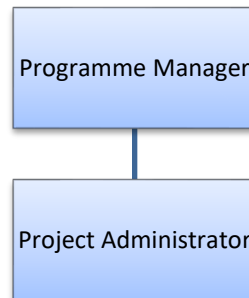
Background Information

Designing for Success (D4S): This programme will improve our operations and ensure the resources we have are being used as effectively and efficiently as possible, enabling us to remain focussed on driving the student experience and focusing research intensity to secure the long-term financial sustainability and success of the University. Objectives will be achieved by applying the design principles:

- *Service focus* - By ensuring that we have a clear service offering, underpinned by service measures and mechanisms, which monitor our delivery, it will enable us to meet our community's' needs in the most efficient and effective way.
- *Remove duplication* - This involves identifying and removing inefficient overlaps between functions and establishing standard ways of working, avoiding unnecessary bespoke solutions which add little or no value.
- *Flatten hierarchy* - through removing spans and layers and flattening the hierarchy it will reduce bureaucracy and make it easier to work here. It ensures we have the right structure in place that enables us to empower colleagues to make decisions more efficiently and improve communications.
- *Hub & spoke model* - Where it makes sense, we'll bring together repeatable activities, tailoring how they are delivered for customers sitting locally, which will ultimately increase flexibility a
- *Appropriate work delivery* - This is about ensuring that the work is delivered in the most effective and efficient way by the most appropriate processes, people, suppliers and technology.

<https://portal.surrey.ac.uk/https/surreynet.surrey.ac.uk/staff-services/designing-success>

Department Structure Chart



Relationships

Internal

- Head of Organisational Development (OD)
- HR Business Partners (HRBP)
- Head of HR / Chief People Officer (CPO)
- Line managers / leaders
- Finance
- Comms
- Subject Matter Experts (SMEs) across the university

External

- Suppliers/consultants as and when required