

Post Details		Last Updated: 03/04/2025	
Faculty/Administrative/Service Department		Faculty of Health and Medical Sciences	
Job Title		Senior School Administrator	
Job Family		Professional Services	Job Level 3
Responsible to		Executive Assistant	
Responsible for (Staff)		x 1 School Administrator	

Job Purpose Statement

The primary purpose of this role is to offer comprehensive Personal Assistance and admin support to the Head of School, Associate Dean Research and Innovation, and the Associate Head External Engagement, and administrative support to other Senior Academic Staff, encompassing essential tasks such as diary management, travel coordination, meeting facilitation, minute-taking, document preparation, and undertaking miscellaneous duties as necessary.

Additionally, this position entails the supervision and efficient management of a School Administrator, with the objective of ensuring the school/faculty's administrative requirements are met and upheld in accordance to both Faculty and University policies and procedures. This position requires the postholder to be onsite for a minimum of 3 days per week.

Key Responsibilities

- 1. Comprehensive PA Support:** Provide exceptional administrative support to the Head of School, Associate Dean Research and Innovation, and the Associate Head External Engagement, and other senior academic staff, encompassing tasks such as diary management, meeting coordination, room bookings, shared inbox management, minute-taking, expenses reconciliation, document editing and proofreading, travel arrangements, and itinerary creation.
- 2. Line Management:** Assume responsibility for the supervision and guidance of the School Administrator, ensuring their performance aligns with the school/faculty objectives and facilitating the smooth operation of administrative activities within the school and wider faculty.
- 3. Professional Representation:** Represent the school/faculty in a professional manner by handling enquiries, liaising with internal and external stakeholders, and assisting guests and visitors as needed.
- 4. Central Point of Contact:** Act as the primary contact within the school for faculty staff, the broader university staff community and external stakeholders.
- 5. Meeting Facilitation:** Facilitate and service key strategic meetings for the school and faculty, including agenda preparation, scheduling, paper distribution, accurate minute-taking/action logs, and follow-up on action items in a timely manner.
- 6. Key Activity and Event Support:** Assist in planning and coordinating school and faculty events and large scale meetings, managing logistics such as dates, venues, catering, travel and communication with internal and external attendees.
- 7. Finance Administration:** Raise and review purchase order requisitions, place orders with suppliers in accordance with university policy, receive goods, and reconcile expenditure in line with university policies.

8. **Ad Hoc Support:** Collaborate with the Executive Assistant and Business Operations Manager and the wider team to assist with ad hoc tasks and coordinate projects as necessary.
9. **Policy and Procedure Knowledge:** Continuously learn, develop, and maintain a strong understanding of all university policies and procedures, as well as the organisational and key committee structures within the school and across the faculty.

N.B. The above list is not exhaustive.

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

Planning and Organising

- Possess excellent planning and organisational skills in order to effectively manage individual workload and to oversee their direct report(s) (where applicable) workload simultaneously.
- Show initiative in structuring work to meet critical deadlines established by the Head of School or other faculty staff, displaying a proactive approach to time management and task prioritisation.
- Demonstrate excellent customer service skills when acting as the initial point of contact for the school and faculty, providing a high level of support and responsiveness to all inquiries and requests.
- Adapt to requests for work and information from various stakeholders, including the Head of School, staff, visitors, faculty members, and university staff. Prioritise and respond to these requests using experience, sound judgment, and a comprehensive understanding of deadlines and priorities.

Problem Solving and Decision Making

- The post holder should be capable of offering advice and practical solutions for everyday challenges by drawing upon their prior experience and adhering to established standard operating procedures and university policies, processes, and procedures.
- When confronted with more challenging issues, the post holder is responsible for thoroughly examining and analysing the problem, and then proposing a solution either to the Head of School or their line manager, as required.
- Provide support and guidance to direct reports in handling any issues that may arise, aiding them in finding appropriate solutions.

- Show personal initiative to ensure that all administrative support, whether provided individually or through direct reports, aligns with the standards defined by the line manager, striving for high-quality outputs.

Continuous Improvement

- Demonstrate a solutions-oriented mindset, consistently striving to identify and implement effective solutions to challenges and tasks, always aiming for the highest standards of work.
- Offer insights and recommendations for improving current standard operating procedures, ensuring that administrative support across the school and faculty is delivered with maximum effectiveness and efficiency while aligning with university policies and standards.
- Be ready to engage in projects as they arise, actively participating in initiatives aimed at enhancing administrative processes and support mechanisms within the school and faculty.

Accountability

- Exercise sound judgment when managing and planning daily activities, both individually and for direct reports, to ensure that tasks are prioritised effectively, leading to the delivery of key deadlines.
- Maintain a comprehensive understanding of relevant policies and procedures related to the role, and those you line manage utilising them as reference points to resolve problems and address issues as they arise.
- Offer knowledge and guidance to direct reports regarding policies, procedures, and best practices as appropriate, facilitating their understanding and adherence.
- Given access to sensitive and confidential information, uphold the highest levels of confidentiality in handling and safeguarding such information, in accordance with university policies and ethical standards.

Dimensions of the role

Comprehensive PA Support: The primary dimension of this role involves providing highly effective and reliable PA and administrative support to the Head of School, and others as noted above, ensuring the seamless operation of administrative functions within the school. This includes responsibilities such as diary management, budget reconciliation, maintaining and updating standard operating procedures, and adhering to best practices while handling sensitive and confidential information.

Collaborative Professional Services Team: The post holder will function as an integral member of a wider professional services team, requiring strong collaborative skills to work harmoniously with colleagues, including other PAs, school administrators, and faculty staff.

Flexibility, Adaptability and Support: The post holder will be expected to provide cover for faculty and school activities as needed, demonstrating adaptability and readiness to support colleagues in various roles. This approach extends to working closely with other departments across the university, such as Finance, Catering Services, Accommodation, Security, and Parking offices, to exchange information and make arrangements for meetings and visitors.

External Liaison: The role involves engagement with external stakeholders, colleagues and partners, necessitating interaction with representatives from other Higher Education Institutions and visitors to the Faculty/School/Departments. Effective communication and representation are vital dimensions in this aspect of the role.

Line Management and Guidance: The post holder will serve as a line manager. This involves supervising their workload, offering advice and guidance, and adopting a solutions-driven approach to problem-solving. Additionally, the post holder will inform direct reports of any key changes to standard operating procedures, university policies, and best practices to ensure alignment with the Faculty, School and wider University Strategy.

Person Specification

Qualifications and Professional Memberships

HNC, A level, NVQ 3 or equivalent standard in the relevant specialist area, plus a number of years' relevant work experience.
Or:
Broad practical work experience in a Personal Assistant or relevant role

E

Technical Competencies (Experience and Knowledge) This section contains the level of competency required to carry out the role

**Essential/
Desirable**

Effective organisational and planning skills

E

Experience of dairy management, including managing multiple dairies

E

Excellent Microsoft 365 skills (Teams, SharePoint, Word, Excel, Outlook, PowerPoint) and ability/willingness to learn bespoke software systems

E

Experience of minute taking, working to tight deadlines and managing upwards

E

Experience of working independently without supervision whilst recognising the need to keep others informed and to work as part of a team.

E

Experience of line management

D

Experience of the Higher Education Sector

D

Special Requirements:

**Essential/
Desirable**

Willingness to undertake necessary training

E

Willingness to provide assistance to or to cover for other members of the Faculty administrative team as required, including working flexibly to achieve key objectives.

E

Core Competencies

**Level
1-3**

Communication

3

Adaptability / Flexibility

3

Customer/Client service and support

3

Planning and Organising

3

Continuous Improvement

2

Problem Solving and Decision Making Skills

2

Managing and Developing Performance

2

Creative and Analytical Thinking

1

Influencing, Persuasion and Negotiation Skills

2

Strategic Thinking & Leadership

n/a

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.

Should significant changes to the Job Purpose become necessary, the post holder will be consulted and the changes reflected in a revised Job Purpose.

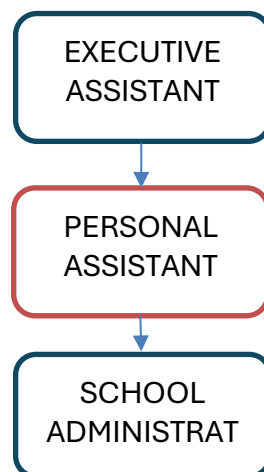
Organisational/Departmental Information & Key Relationships

Background Information

The Faculty of Health & Medical Sciences is one of three Faculties at the University of Surrey and consists of five Schools of Biosciences, Health Sciences, Medicine, Psychology, and Veterinary Medicine. It provides a high-quality teaching and research environment, currently employing over 500 academic staff with over 6,000 students, studying at varying levels from Foundation, Undergraduate to Postgraduate.

The Faculty delivers interdisciplinary research and teaching in both human and animal health under its overarching One Health, One Medicine ethos. The Faculty looks forward to welcoming its first cohort of Medical students to the new School of Medicine in September 2024.

Department Structure Chart



Relationships

Internal

- Heads of School
- Business Operations Manager
- Faculty Executive Assistant
- PA's, Faculty Administrators and School Administrators
- Operations Team
- Director of Faculty Operations
- Central services (HR, Finance, Facilities, Internal Catering, Parking etc.)
- Student Services / Recruitment & Admissions
- Students

External

- Visiting staff and students
- Partner organisations / institutions/stakeholders
- Suppliers / service providers