

Last Updated 08/10/2026/			
Job Title	Personal Assistant to Chief Student Officer		
Faculty/ Department	CSO	Subsidiary	University of Surrey
Job Family	Professional Services	Job Level	3
Reports To	Chief Student Officer	Line Manages (role title(s))	n/a

Job Statement This should be a concise, short paragraph of what the post entails and why it exists in terms of contribution and impact e.g. improving student/staff experience, increasing University funds etc.

The post holder will deliver high-quality, efficient administrative support to the Chief Student Officer, ensuring smooth coordination across key activities. Responsibilities include managing diaries, organising meetings, and liaising with Executive Assistants and senior colleagues on behalf of the Leadership Team.

Key Responsibilities This is not designed to be a list of all tasks undertaken but the main responsibilities (5 to 8 maximum)

- 1. Comprehensive PA Support:** Provide exceptional administrative support to the Chief Student Officer encompassing tasks such as diary management, meeting coordination, room bookings, inbox management, minute-taking, expenses reconciliation, document editing and proofreading, travel arrangements, and itinerary creation.
- 2. Professional Representation:** Represent CSO in a professional manner by handling enquiries, liaising with internal and external stakeholders, and assisting guests and visitors as needed.
- 3. Meeting Facilitation:** Facilitate key strategic meetings for CSO, including agenda preparation, scheduling, paper distribution, accurate minute taking/action logs, and follow-up on action items in a timely manner.
- 4. Key Activity and Event Support:** Assist in planning and coordinating events and large-scale meetings, managing logistics such as dates, venues, catering, travel and communication with internal and external attendees.
- 5. 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.
- 6. Ad Hoc Support:** Show collegiality and a proactive approach in supporting CSO managers and the colleagues from the wider teams.

N.B. The above list is not exhaustive.

Provide a summary of the level of the accountability and problem-solving.

Accountability: Describe level of autonomy and decision making

The post holder will operate with minimum day-to-day supervision in the day-to-day planning, organising and performance (to an agreed quality standard and specification) of a wide range of activities in support of the Chief Student Officer and the wider CSO Team.

In instances where you are dealing with confidential or sensitive information, you are expected to deal with this with discretion and confidentiality.

Problem solving: Describe complexity and nature of problems handled.

The post holder is expected to provide advice and solutions to routine day-to-day problems within the specialist area in which they are familiar. Resolution for these issues will usually be found through referring to their previous experience of similar problems or through making reference to well-established University and departmental policies, processes and procedures and applying them.

The post holder has responsibility for managing incoming requests to Chief Student Officer with various stakeholders (internal and external) and senior colleagues within the University environment. They are expected to arrange meetings on behalf of the Chief Student Officer and liaise with colleagues and stakeholders to find suitable dates and time slots.

Although the post holder works within established procedures and processes, they are expected to operate in a proactive and independent manner, with minimum supervision, prioritising and planning their own workload. They are expected to analyse problems and issues as they arise, using past precedent and experience to solve them and putting forward recommendations on managing more complex situations under the guidance of their line manager.

The post holder must operate flexibly and react positively to changing circumstances and requirements in all areas of this role.

Supplementary Information You may wish to include information that has not been captured in the other sections but has an impact on the size of the role e.g. number of staff indirectly reporting to the post holder, the budget they manage, number and type of students or customers the job affects directly/indirectly, key internal and external relationships.

n/a

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

Qualifications and Professional Memberships		
HNC, A level, NVQ 3, HND level or equivalent with a number of years' relevant experience. Or: Broad vocational experience, acquired through a combination of job-related vocational training and considerable on-the-job experience, demonstrating development through involvement in a series of progressively more demanding relevant work/roles.		E
Technical Competencies (Experience and Knowledge)	Essential/ Desirable	Level 1-3
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). Level 1: basic level of understanding/experience and can apply it with guidance. Level 2: good level of understanding/experience and can apply it with little or no guidance. Level 3: expert level of understanding/experience and can apply, develop it and guide others.		
Previous and relevant admin/PA experience	E	2
Good working knowledge of the full MSOffice, including Word, Excel, Outlook and PowerPoint and MS Teams.	E	2
Experience of minute taking and supporting senior level meetings	E	2
Experience of the Higher Education sector	D	n/a
Special Requirements		Essential/ Desirable
This may include a Disclosure and Barring Service (DBS) check, regular overseas travel, driving licence, shift work.		
Flexible on occasion to work outside of normal office hours, if required		n/a
Core Competencies		Level 1-3
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.		
Communication		2
Adaptability and Flexibility		2
Customer, Client service and support		2
Planning and Organising		2
Continuous Improvement		2
Problem Solving and Decision Making Skills		2
Managing and Developing Performance		n/a

Creative and Analytical Thinking	2
Influencing, Persuasion and Negotiation Skills	2
Strategic Thinking and Leadership	2

This Job Purpose outlines the core activities of the role. As the Department/Faculty and the post holder evolve, the duties and focus of the role may change. The University expects the post holder to adopt a flexible approach to work, including undertaking relevant training when necessary. If significant changes to the Job Purpose are required, the post holder will be consulted, and the changes will be reflected in a revised Job Purpose.

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.
- Contribute towards broader university initiatives that have a positive impact on student experience, recruitment and campus operations. This may include participation in cross-functional activities such as open days, confirmation and clearing, welcome week, graduation.
- 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:

- All staff have a statutory responsibility to take reasonable care of themselves and others and to prevent harm by their acts or omissions. All staff are, therefore, required to adhere to the University's Our Safety Policy Statement and associated Procedures.

Organisational/Departmental Information & Key Relationships

Background Information You should include a short statement on the background of the Faculty/department in which the post holder will be operating. You may also wish to include any other useful information to an applicant e.g. why the project exists, what the strategy of the department is etc.*

Internal

- The post holder will have frequent contact with the offices of senior staff within the University within CSO and across other University departments.

External

The post holder will have contact with suppliers and Senior Execs from suppliers and partners.

Department Structure Chart Please highlight the post holder's role by right clicking and selecting format shape, selecting solid fill and 2nd shade of blue in list. Boxes can be added/removed by right-clicking and selecting add shape or cut. Font should be Frutiger LT Std 45 Light (max font size 10*).

