

Post Details	Last Updated: 09/08/2018		
Faculty/Administrative/Service Department	Faculty of Health and Medical Sciences		
Job Title	PA to Head of School		
Job Family	Professional Services	Job Level	3
Responsible to	Executive Assistant FHMS		
Responsible for (Staff)	School Administrator(s)/ Receptionist(s)		
<u>Job Purpose Statement</u>			
<p>To provide a high level of professional administrative support to the Head of the School and Deputy Head of School for the School of Veterinary Medicine in the first instance. Manage and work in close liaison with the School Administrator and Receptionists, to ensure that the administrative requirements of the School/Faculty are fulfilled and maintained in accordance with the Faculty's and University policies and procedures.</p> <p>The post holder will provide supportive, effective and developmental line management to all direct report(s) and will manage their workload to ensure administrative requirements are fulfilled across the School and wider Faculty.</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. Provide full PA support for the Head and other senior academics, including but not limited to diary management, email filtering, meeting organisation, minute taking, budget reconciliation, telephone filtering, and travel bookings. Together with the School Administrator(s) and Receptionist(s), to maintain, develop and supervise the activities and personal performance of the School Administrator(s) and Receptionists(s) offering support and guidance where appropriate to ensure the smooth running of the School. 2. Support, manage and develop all direct reports, ensuring that the team deliver an excellent administration service to the School. 3. Represent the Head of School and senior school staff in a professional manner, dealing with enquiries, liaising with internal and external stakeholders, as well as supporting guests and visitors when required. 4. Assist the Head of School and wider Faculty with ad hoc tasks and co-ordinate projects as and when required. This involves, acting as a main point of contact within the school for Faculty staff and the wider staff community across the university as well as external stakeholders. 5. Support the Business Operations Manager and Executive Assistant in delivering key strategic projects including workload planning, annual appraisals, probationary documentation and additional ad-hoc projects as required. This includes, maintaining an organised filing system for the school (electronic and paper based), ensuring accurate, detailed and effective filing of all documentation (electronically and in hard copy format where required). 6. Facilitate and service key meetings for the School and wider Faculty, preparing agendas, booking in time with participants, preparing & distributing papers, producing clear, timely, concise and accurate minutes and following-up on action items. 7. Assist the School with event and conference planning, arranging dates, venues, catering, travel as well as liaising with external and internal attendees etc. This includes raising/reviewing purchase order requisitions, placing orders with suppliers in line with the University policy, receiving goods, and goods-receipting purchase orders as appropriate. Manage the school purchase card and reconciliation of expenditure in line with the University policy. 8. Learn, develop and maintain a good knowledge of all University policies and procedures as well as organisational and key committee structures within the School and across the Faculty. 			

9. Provide absence cover for the faculty PA and Administration team as and when required under the direction of the Faculty Executive Assistant and/or Business Operations Manager.

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

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 will need to have excellent planning and organisational skills in order to effectively manage their individual workload and to manage their direct report(s) workload simultaneously.
- They will be expected to demonstrate initiative in organising their work towards key deadlines set by the Head of School, Executive Assistant or other staff across the Faculty.
- The post holder will act as the first point of contact for the school/faculty and will be able to demonstrate excellent customer service skills.
- Requests for work and information will arise from a variety of stakeholders, including but not limited to, the head of school, deputy head of school, staff, visitors, faculty and University staff. The post holder will be expected to review, prioritise and respond to these requests using their experience, judgement and knowledge about deadlines and importance.

Problem Solving and Decision Making

- The post holder is expected to provide advice and solutions for any routine day to day problems, using previous experience combined with following departmental and University policies, processes and procedures.
- When managing more complex problems, the post holder will be expected to review and analyse the problem, putting forward a solution to the Head of School or to their line manager as required.
- The post holder will support their direct reports and offer direction and advice for any issues that arise in order to provide a suitable solution.
- You will be expected to use your own initiative to ensure that all administrative support provided by yourself and any direct report(s) meets the standards set out by your line manager.

Continuous Improvement

- You will be able to offer a solutions driven approach and will strive to continually work to the highest of standards.
- The post holder will be able to offer methods of improvement or ways in which current standard operating procedures can be enhanced in order to ensure the delivery of the administrative support across the school and faculty is being delivered effectively and efficiently and in line with University policies and standards.
- They will be expected to take on improvement projects as and when required.

Accountability

- The post holder is expected to exercise judgement in the management and planning of their own and any direct report(s) day-to-day activities, ensuring work is prioritised so that key deadlines are met.
- The post holder will be expected to have a sound knowledge of appropriate policies and procedures relating to their role, making reference to them to resolve problems and issues as they arise.
- You will be able to offer knowledge and guidance to any direct report(s) relating to policies, procedures and best practice as appropriate.
- You will be privy to sensitive and confidential information and as such is expected to maintain high levels of confidentiality.

Dimensions of the role

The post holder will initially be allocated to the School of Veterinary Medicine in which they will provide effective and reliable PA support to the Head of School and Head(s) of Department(s) and will be expected to provide regular support whilst working within a wider professional service team.

The role encompasses a range of responsibilities for example handling sensitive and confidential information, budget reconciliation, maintaining standard operating procedures and updating when necessary along with operating best practice and offering a flexible approach to your working style at all times.

The post holder will take a flexible approach to provide cover for Schools and Faculty activities as and when required. They will work closely with other PAs as well as School administrators and other faculty staff. In addition they will regularly liaise with other departments across the University including Finance, Catering Services, Accommodation, Security and Parking Offices in order to exchange information for organising meetings or making arrangements for visitors. Externally the post holder will liaise with representatives from other Higher Education Institutions and visitors to the Department/School/Faculty.

You will need to provide a supportive approach to line managing the School administrator(s) and Receptionist(s). Supervise their workload as well as providing advice and guidance, focusing on a solutions driven approach to any problems and advise your direct report(s) on any key changes to standard operating procedures, university policies and best practice.

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

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 relevant role

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
Effective organisational and planning skills	E	2
Excellent Microsoft Office Skills (Word, Excel, Outlook, Powerpoint) and ability/willingness to learn bespoke software systems	E	2
Experience of note and minute taking	E	2
Experience of working to tight deadlines and managing upwards	E	2
Experience of working independently without supervision whilst recognising the need to keep others informed and to work as part of a team.	E	2
Experience of line management	D	n/a
Experience/understanding of working with budgets	D	n/a
Experience of the Higher Education Sector	D	n/a
Special Requirements:	Essential/ Desirable	
Willingness to undertake necessary training on databases	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	2	
Adaptability / 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	2	
Creative and Analytical Thinking	1	
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		

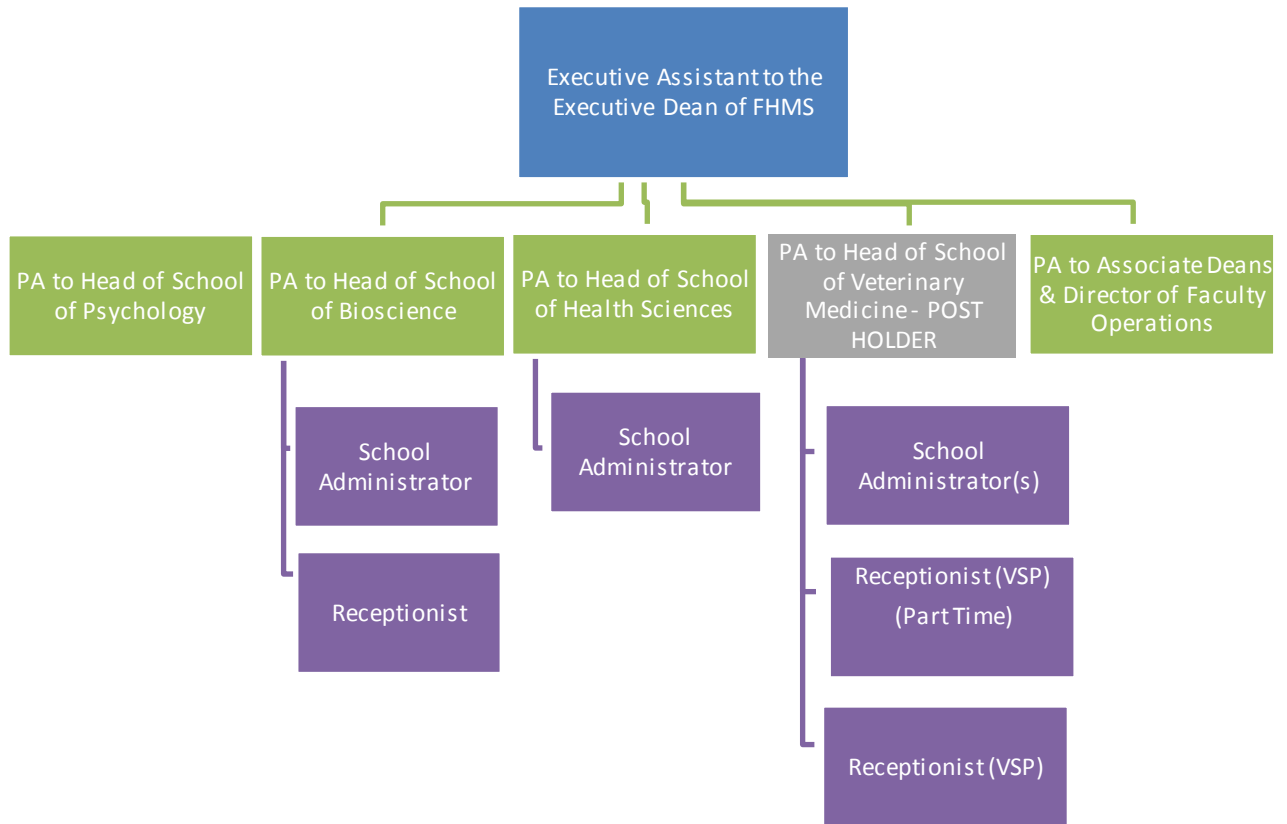
Background Information

The Faculty of Health and Medical Sciences comprises four schools, School of Biosciences & Medicine, School of Health Sciences, School of Veterinary Medicine and School of Psychology, all working together as part of a 'One Health' vision, to provide interdisciplinary research, innovation and teaching in human and animal health.

The Faculty is the second largest in the University, with 2000 full-time and nearly 2000 part-time students. Within the faculty, our food, nutrition and dietetics programmes are number one in The Times/Sunday Times Good University Guide 2018 and second in The Complete University Guide 2019. Our nursing programmes ranked sixth in the UK by The Times/Sunday Times Good University Guide 2018 and top-five in the Complete University Guide 2019. Our biosciences programmes ranked top-ten in the Guardian University Guide 2019 and our sports sciences programmes ranked top-ten in The Times/Sunday Times Good University Guide 2018.

As well as expertise in learning and teaching in biosciences and health sciences, our faculty is also widely recognised for world-class research. In the latest UK research excellence framework (REF 2014) we were rated one of the top eight UK institutions for biosciences, health sciences, psychology and veterinary research. Our research has led to improved understanding and treatment of diabetes, cancer, addiction, cardiovascular and infectious diseases. In addition, we have world-leading research in sleep and chronobiology and systems biology.

Department Structure Chart



Relationships

Internal

- Heads of School
- Faculty Executive Assistant and Executive Office
- Faculty PA's, School Administrators and Receptionists
- Director of Faculty Operations
- Faculty Business Operations Manager
- Faculty Business Operations Officer
- Faculty HR Team
- 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