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| **Senior Personal Assistant (PA)** | | C:\Users\MG7273473\AppData\Local\Microsoft\Windows\INetCache\Content.Outlook\K6K62G5W\TSC_Yellow_Bkgd.jpg-300x300 (002).jpg |
| **FAMILY** | **ADMINISTRATION** |
| **LEVEL** | **5** |
| **Level Summary**  Role holders at this level will evidence professional skills and expertise through professional study and/or extensive experience.  They will provide specialist advice and a defined service to colleagues and other service users within an established policy framework. This may involve acting as the first point of contact for the delivery of professional services to users; liaison with other service providers and team-working. | | |
| **Shape Descriptor**  The Senior Personal Assistant (PA) to the Executive Leadership Team (ELT) is a key part of the College’s Executive Support Office.  The main aspects of the role are to:   * support members of the ELT, assigned and agreed by the Office Manager. * deputise for and undertake duties on behalf of the Office Manager.   The post holder is required to establish and maintain a strong and professional working relationships with members of the ELT, providing administrative support as necessary.  The post holder will have excellent IT skills and be an experienced user of the Microsoft Office software package. They will have excellent communication skills and be comfortable communicating with Senior Managers, stakeholders and visitors.  **Specific responsibilities/performance indicators for the post include, but are not limited to:**   * Provide an efficient, effective and dynamic confidential administrative support to members of the ELT assigned and agreed by the Office Manager. * Deputise and undertake duties on behalf of the Office Manager, ensuring the efficient running of the Executive Support Office. * As necessary attend and take meeting notes and action points at ELT meetings. * Oversee and manage the Policies and Procedures section on the College’s Corporate Intranet. * Manage and maintain diaries and appointments for members of the ELT. * Assist with the organising, logging and replying of correspondence to members of ELT undertaking appropriate acknowledgement and responses where requested. * Set up and produce letters, templates, spreadsheets, update and maintain databases and produce management information. * Liaise with stakeholders and external bodies on behalf of ELT on a wide range of issues. * Deal with sensitive and complex customer enquiries and ensure they are referred appropriately. * Arrange and attend cross college meetings, including the production of agendas and minutes. * Arrange bookings of events/conferences and facilitate the booking of travel and accommodation for members of the ELT. * Raise Purchase Requisitions as necessary for approval by budget holder. * Personally collect visitors and stakeholders from reception and greet them in a friendly and professional manner. * Handle confidential information discreetly and sensitively. | | |

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| **REPRESENTATIVE WORK ACTIVITIES** | |
| Administration Services | * Role holders will identify and assess complex information and data needs of their role and manage the collection, use and presentation of data and information. * May contribute to the management of large amounts of data and information used, for example, in official government or funding council returns. * May participate in project/research work to improve academic, operational or administrative services under general direction. |
| Planning and Organising | * Will plan and organise workload over longer periods. * May supervise or oversee the work of a team or monitor the work of contractors. * May contribute to decisions about the allocation of resources and may monitor budgets and the allocation of other resources. * May contribute to planning for future developments in own work area or Department. |
| Initiative, Decision Making & Problem Solving | * Typically will work within established procedures and defined College policy using analysis and judgement to select the best approach to problems. * The role requires the ability to identify where changes are needed and make appropriate recommendations. * Initiative and judgement will be required to deal appropriately with tasks with no precedent. * Will be able to deal with changing priorities and situations. |
| Stakeholder Engagement | * Role holders must be able to present technical, legal, regulatory, or procedural information verbally or in writing, in ways that non experts can understand. * Presentation skills will be needed for the provision of skills based training to staff and/or governors. * Required to liaise in the wider College community and externally in relevant networks. * There may be contact with a variety of people including those external to the College, on a number of complex but routine issues concerning own work area. |
| Working with Others | * Provide specialist professional activity in support of a department in conjunction with other colleagues. * Build strong working relationships with staff, senior managers and Governors. * High level of diplomacy, tact and discretion as role holder has to handle confidential information |
| **REPRESENTATIVE SKILLS, KNOWLEDGE & EXPERIENCE** | |
| * Role holders are likely to have at least a Level 4 qualification together with significant periods of relevant work experience. Experience is likely to be evidenced through a series of progressively more demanding roles. * Will have sufficient knowledge and understanding of their specialism in order to provide high level advice, support and services to colleagues and service users without recourse to others on complex but routine matters. * Will work within policies and procedures but have the knowledge and ability to recognise where change is needed. * Will have clear and detailed understanding of the regulations and codes of practice relevant to their work. * Will be skilled in use of relevant specialist and/or complex IT packages. * Will have awareness of developments in the sector and the external environment. | |
| **REPRESENTATIVE PERFORMANCE INDICATORS** | |
| * Provide and disseminate specialist professional and/or technical advice on issues relating to an academic, administrative or operational service. * Provide advice on the procurement of goods and services and monitor contracts for products and services from third party suppliers. * Develop and maintain processes, procedures or systems within a defined area of activity for a department or section. * Manage, or participate in, specific projects for a department or section, with appropriate assistance and support. * Lead and manage a team including monitor and maintain accurate records on aspects of staff management. | |

**Person Specification – Senior Personal Assistant (PA)**

Criteria: Applicants should be able to provide evidence of their ability to meet the following criteria.

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|  | **Criteria** | | **Essential / Desirable Criteria\*** | **Method of Assessment** | |
| **Qualifications** | Level 4 in Administration or equivalent or willingness to work towards. | | E | A | |
| GCSE English & Maths (Grade C or above) or other Level 2 equivalent | | E | A | |
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| **Experience**  **and Knowledge** | Experience of managing or supervising a team of staff. | | E | A/I | |
| Experience of working within a similar Personal Assistant/Executive Support role. | | E | A/I/R | |
| Previous experience of working in an administration role in a Further/Higher Education environment. | | D | A/I | |
| Experience of complex diary management. | | E | A/I/R | |
| Experience of working with the Microsoft Office software package. | | E | A/I | |
| Experience of planning and co-ordinating events and projects and manage associated resources. | | E | A/I | |
| Experience of monitoring budgets and ensure sufficient resources. | | E | A/I | |
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| **Skills,**  **Attributes and**  **Personal Qualities** | Reliability and committed to maintaining excellent standards of support. | | E | A/I/R | |
| Ability to demonstrate flexibility and team working. | | E | A/I | |
| Able to work in an organised and methodical manner. | | E | A/I | |
| Ability to work proactively. | | E | A/I | |
| Ability to prioritise workloads and work to tight deadlines. | | E | A/I | |
| Work in a professional and confidential manner with a high degree of integrity. | | E | I/R | |
| Ability to communicate with a range of internal and external contacts and stakeholders both verbally and in writing. | | E | R/I | |
| An understanding of and a genuine commitment to Equal Opportunities. | | E | A/I | |
| Ability, willingness and flexibility to work within local College and wider College Business Support teams where the situation/time of year demands it. | | E | A/I | |
| Ability to operate safeguarding procedures to best effect. | | E | A/I | |
| \*E = Essential Criteria, D = Desirable Criteria | |  | | |