

UNIVERSITY OF LINCOLN JOB DESCRIPTION

JOB TITLE	Senior Administrator / PA				
DEPARTMENT	College of Arts Executive Office				
LOCATION	Brayford Campus				
JOB NUMBER	COA402	GRADE	5	DATE	January 2022
REPORTS TO	Sally Cox				

CONTEXT

The post holder will work as part of the College administrative team following standard University guidelines and procedures. The post holder is also expected to use their judgement to deal with queries and problems on a daily basis.

JOB PURPOSE

Oversee the administrative support for the School in addition to supporting the Head of School in fulfilling his/her responsibilities for the academic leadership and management of the School. Providing efficient and effective administrative and secretarial support maintaining confidentiality as appropriate. The post holder must be able to use their initiative, work as part of a team, and able to cope in a dynamic and challenging environment.

KEY RESPONSIBILITIES

Point of contact
<ul style="list-style-type: none"> • Provide an initial point of contact for the Head of School and exercise judgement in prioritising activities. Use initiative to ensure that problems are resolved quickly and efficiently.
Line management
<p>Provide day to day management / supervision of School administrative activities (College Specific).</p> <ul style="list-style-type: none"> • May be required to guide and/or allocate day to day work and line-manage more junior staff. This will include reviewing their training and development needs as part of probation or the University's Development Review Programme. <ul style="list-style-type: none"> ○ Issues arising relating to discipline or grievance are to be referred to the role holder's Line Manager.
Secretarial and Administrative Support
<ul style="list-style-type: none"> • Provide confidential secretarial and administrative support to the Head of School including the production of accurate and relevant documents. Manage the Head's incoming and outgoing email and post, identify workload priorities and deal with routine correspondence. • Undertake information gathering/research to support specific projects. Support the Visiting Guest Lecturer process by ensuring all required clearances are obtained prior to engagement (including CRB where required and immigration requirements).
Project Support
<p>To provide administrative support for major projects within the School/Centre/College, working closely with the project lead to ensure the project is delivered to a high quality standard and on time including:</p> <ul style="list-style-type: none"> • Providing administrative support including, but not limited to, booking meeting rooms, co-ordination of diaries, meeting invites, preparation of papers, producing project documentation, undertaking activities as required e.g. minutes, capturing amends to plans etc • Support the gathering information and providing it to the project lead • Support in the preparation of reports and business cases • Liaise with internal and external stakeholders as necessary
Enquiries
<ul style="list-style-type: none"> • Handle internal/external enquiries from staff, students and others, liaising with external clients and partners as appropriate by taking prompt and effective action.

Diary Management
<ul style="list-style-type: none"> • Manage the diary of the Head of School ensuring accuracy at all times. This will include managing all meeting and travel arrangements in accordance with University policies.
Administration Support to Meetings
<ul style="list-style-type: none"> • Provide administrative support to committees and meetings including scheduling, preparing and issuing of papers and agendas, advising on matters of procedure and arranging appropriate follow-up action. Arrange and organise catering as required.
Document Assistance
<ul style="list-style-type: none"> • Provide administrative support to the Head of School in the compilation of complex documents, such as research reports, external funding proposals, and reports for University/College committees.
Filing System
<ul style="list-style-type: none"> • Maintain an effective filing system for both paper and electronic documents.
College Support
<ul style="list-style-type: none"> • The post holder is a member of the College administration team and will be expected to provide support in other areas from time to time, including for College activities and for other Schools.
Delegation
<ul style="list-style-type: none"> • In the absence of the Head of School ensure that urgent matters are referred to appropriate staff for action where relevant.
Liaison and Networking
<ul style="list-style-type: none"> • Liaise with other departments, including central services, to ensure proper execution of University policies and processes. Liaise with other Senior School Administrators/PAs to ensure co-ordination of activities and the effective flow of accurate and relevant information. • Liaise with Professional, Statutory and Regulatory Bodies (PSRBs) where applicable.

In addition to the above, undertake such duties as may reasonably be requested and that are commensurate with the nature and grade of the post.

ADDITIONAL INFORMATION

Scope and dimensions of the role

Oversee the administrative support for the School in addition to supporting the Head of School in fulfilling their responsibilities for the academic leadership and management of the School.

An experienced team member, the post holder will largely manage their own time and determine priorities in order to achieve the required output. The post holder must be able to use their initiative, work as part of a team, and have the ability to cope in a dynamic and challenging environment.

Key working relationships/networks

Internal	External
<ul style="list-style-type: none">• Pro Vice Chancellor/Head of College• College Office Manager• Academic and administrative staff within the College• Staff in other Colleges• Other University Departments• Students• University PA network	<ul style="list-style-type: none">• General Public• Other Educational establishments• External clients and partners

UNIVERSITY OF LINCOLN PERSON SPECIFICATION

JOB TITLE	Senior Administrator / PA	JOB NUMBER	COA402
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Selection Criteria	Essential (E) or Desirable (D)	Where Evidenced Application (A) Interview (I) Presentation (P) References (R)
Qualifications:		
Educated to A level/HND or HNC/degree level or equivalent.	E	A
Experience:		
Administrative and clerical experience, preferably in a PA role.	E	A/I
Experience of working in a HE/FE environment.	D	A/I
Experience of dealing with matters of a confidential and sensitive nature.	D	A/I
Experience of dealing with a wide variety of challenging tasks, often under pressure.	E	A/I
Skills and Knowledge:		
Excellent working knowledge of Microsoft Office 365 in particular Word, Excel, Outlook and Teams.	E	A
Knowledge of HE procedures and systems.	D	A
High level written and verbal communication skills to ensure effective liaison with individuals at all levels, both inside and outside the organisation.	E	A/I
Competencies and Personal Attributes:		
Enthusiasm, diligence and an ability to work through problems.	E	I
Confidence.	E	I
Organised, agile and efficient with a positive and proactive approach to work.	E	I
Resilient and able to cope under pressure and in difficult situations.	E	I
Professionalism, tact and diplomacy.	E	I
Ability to work under own initiative whilst contributing as a member of a team.	E	I
Business Requirements:		
Willingness to work unsocial hours on occasion to accommodate very occasional breakfast, evening and weekend working.	E	I
Ability to travel between sites.	E	I

Essential Requirements are those, without which, a candidate would not be able to do the job. **Desirable Requirements** are those which would be useful for the post holder to possess and will be considered when more than one applicant meets the essential requirements.

Author	AR	HRBA	PC
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