

**Personal Assistant**

**GRADE 6**

**Job Purpose**

To manage and oversee administrative operations, in support of one or more senior members of staff, and ensure the smooth running of day-to-day schedules. This will include the development and implementation of administrative processes and policies through the application of professional expertise and up-to-date best practice.

**Main Duties and Responsibilities**

1. Provide dedicated administrative support to senior members of staff. This will involve planning and organising and engaging the input of others from across the Service/School/University and externally as appropriate.
2. Develop and implement processes and policy that support the operation of the office, including diary, travel and event management, committee administration, financial and other administrative support, in line with University policies and procedures. Continuous improvement of office processes in consultation with other University offices. Provide training on office processes and policy to new staff.
3. Proactively and independently service several senior University-level committees chaired by senior managers. Ensure the progress of committee business by producing agendas, papers and minutes timeously and driving action between meetings, many of which take place on a monthly basis. Draft reports and papers as required.
4. Manage all incoming correspondence and email, including Freedom of Information enquiries. Draft letters and responses, and proactively follow up actions as appropriate.
5. Manage and coordinate complex and continually changing schedules for senior members of staff and maintain efficient bring-forward systems.
6. Proactively liaise with other University offices and access relevant information and business systems to prepare data and develop activities associated with the relevant strategic brief.
7. Provide administrative oversight on financial matters and monitor and report on budgets. Act as Purchasing Officer using the University’s financial systems.
8. Plan and coordinate significant events which showcase the University / promote collaborations as required.
9. Develop successful working relationships with academic and professional services colleagues in the wider University.

**Qualifications**

Skill level equivalent to achievement of Scottish Credit and Qualification Framework level 8 (Scottish Vocational Qualification level 4, Higher National Diploma) or equivalent, and experience of personal development in a similar role.

**Knowledge, Skills and Experience**

* Ability to work independently and proactively, problem solve and manage tight deadlines.
* Highly developed and proven interpersonal skills including tact and diplomacy.
* Ability to manage a large volume of strategically important information and act with discretion and confidentiality with information that has institutional-level implications.
* Excellent oral and written communication skills with an ability to write reports and letters for a variety of audiences.
* Numerate with excellent IT skills and ability to interpret, manipulate, and present data.
* Demonstrable experience of developing and implementing administrative systems.
* Experience of managing the office of a senior member of staff.
* Experience of interacting with confidence and professionalism with internal and external colleagues and partners at the highest level.
* Experience of process improvement.
* Experience of implementing and interpreting University regulations and providing advice and guidance to staff and students.
* Awareness of University structures and priorities or national and international Higher Education environment is desirable.