

THE UNIVERSITY OF MANCHESTER
PARTICULARS OF APPOINTMENT
FACULTY OF BIOLOGY, MEDICINE & HEALTH
SCHOOL OF BIOLOGICAL SCIENCES
DIVISION OF BIOLOGICAL SCIENCES ADMINISTRATION
EXECUTIVE ASSISTANT TO THE HEAD OF SCHOOL AND HEAD OF SCHOOL OPERATIONS

VACANCY REF: BMH-022705

Salary:	Grade 5 £30,487 to £34,980 per annum, depending on relevant experience
Hours:	35 hours per week
Duration:	Permanent
Location:	Oxford Road, Manchester

Enquiries about the vacancy, shortlisting and interviews:

Name: Kate Middleton, School Operations Manager

Email: kate.middleton@manchester.ac.uk

School Operations Team

The School Operations team provides a professional operational and administrative support service, made up of Personal Assistants Administrators, Divisional Administrators, Project Officers, and Operations Managers who are closely aligned to the School's Divisions.

The team provide a broad range of administrative and operational support across the School working in partnership with our academic and research community. These activities include (but are not limited to) financial administration and purchasing, People & organizational Development (P&OD) related processes, travel booking, committee servicing, events organization, supporting Health and Safety, and providing general 'troubleshooting' advice and signposting. The School Operations team works closely and collaboratively with other professional services functions across the School, Faculty and University to share best practice, and develop systems and processes to support business improvement.

Context of the Role

The post holder will provide proactive confidential, high level Executive Assistant, administrative and project support to the Vice Dean and Head of School (HoS) and Head of School Operations (HoSO), which includes acting as the primary point of contact for the School Office. They will additionally provide administrative support to the School Operations Manager more widely, as required.

The post holder will ensure that the critical functions performed by the School Office are discharged efficiently and effectively. This will include proactively managing the School calendar of committees and events, reviewing and refining business processes, coordinating requests for the Head of School office and providing support for key staff including the School Leadership Team. The EA will act as an office manager – managing and supervising the School Office Administrator and allocating work, designing and improving processes and systems and undertaking projects.

KEY RESPONSIBILITIES

EA Support:

- Provide high-level administrative support to the Head of School (HoS) and Head of School Operations (HoSO), including proactive diary management and email triage. Act as the primary administrative point of contact for the School Office, demonstrating a high level of professionalism, discretion and the ability to manage conflicting demands
- Responsibility for dealing with all papers and correspondence and, after investigation, drafting of prompt and appropriate responses
- Administrative and logistical support to the HoS/HoSO for attendance at meetings, workshops and conferences
- Make travel arrangements and plan itineraries for UK and International visits by the Head of School, including liaison with senior internal and external contacts within the UK and overseas
- Responsibility for managing P&OD processes within the Head of School's office and across the wider School as needed. **This will include:**
 - Supporting the School Operations Manager with Academic Promotions and Probation, Non-Clinical Professorial Salary Review and the School Fellowship Review processes
 - Development of further particulars, adverts and other documentation for the advertising, shortlisting and appointment of staff
 - Contributing to induction material and arranging new staff inductions
- Financial administration and procurement support for the School Office, including:
 - Raising requisitions, processing RBS credit card and ensuring the payment of invoices and expenses, in line with University financial regulations and procedures
 - Provide advice and guidance to colleagues on financial processes and systems
 - Administration of expenses and other related financial processes for the HoS and HoSO
- Effective liaison and communication with academic and Professional Services (PS) colleagues at all levels on a daily basis on a range of policies and activities within the School and the wider University and with external organisations locally, nationally and internationally, as required
- Organising systems and processes to track HoS/HoSO approvals (e.g., travel risk assessments, grant applications, IT and visitor requests)

- In conjunction with other colleagues, ensure that the Head of School and Head of School Operations are briefed on relevant matters within the School, Faculty and University that require their attention or awareness
- Draft correspondence, announcements, presentation material and other communications (such as newsletters) sourcing relevant information and using judgement on content
- Organise and service School committees and other meetings. This will include planning agendas, distributing papers, taking accurate minutes, and proactively following up on actions

Managerial:

- Provide line management for Professional Services staff to ensure:
 - PDRs are conducted for all PS staff; – Cases for regrading, rewarding exceptional performance and distinguished achievement awards are proactively considered
 - Training needs are identified and met; – Workloads are appropriate, requests for flexible working are considered and staffing levels are regularly reviewed
 - Probationary periods are managed
 - Performance issues are identified and managed

Project Support:

- Work with the School Operations Manager (SOM) to review and improve School business processes and supporting change management
- Taking responsibility for small projects as directed by the Head of School and/or Head of School Operations
- Scheduling of events and meetings for School projects and the Senior Leadership Team, including the organisation of away days
- Research and provision of briefing material across a wide range of policy and operational issues

General:

- Proactively build and maintain links with other PS areas and keep up to date with processes and procedures, providing administrative advice and guidance to colleagues
- Maintain electronic and paper filing systems, manage shared drives and Teams sites in line with University information governance policies and data retention schedules
- Maintain confidentiality for all employee-related and sensitive information at all times in line with information governance policies
- To participate on working groups and with communities of practice, as required
- Any other reasonable duties as requested by the Head of School, Head of School Operations or School Operations Manager
- Have an understanding of and commitment to promote the University's policies and procedures

- Undertake these duties in accordance with the University's Equality and Diversity Policy and to positively promote equality and diversity
- Ensure that all personal actions are in line with the overall environmental aims of The University of Manchester, undertaking all tasks in an environmentally sustainable manner and promoting environmental sustainability where opportunity presents
- To comply with Health and Safety requirements, including having an awareness of personal responsibilities to maintain a safe working environment
- To contribute to the University's agenda for social responsibility, including sustainability

Essential Knowledge, Skills and Experience:

- Educated to A-Level or equivalent knowledge and experience.
- A demonstrable track record of providing high-quality administrative advice, support and guidance
- The ability to manage a demanding and dynamic workload, meet deadlines and manage competing priorities using own initiative
- Excellent interpersonal, persuasion and influencing skills
- Ability to work with a high level of discretion and professionalism and liaise effectively with a wide range of internal and external colleagues and stakeholders
- Excellent written and oral communication skills, including the ability to write formal committee minutes
- Highly proactive with excellent organizational skills
- Strong numeracy skills and experience of using finance processes
- Experience of HR administration and processes, including recruitment
- Excellent IT skills with experience in using a range of office software and systems and ability to arrange appropriate audio-visual support for in-person, hybrid and online meetings and events
- A good knowledge of organisation, governance and administrative functions, preferably within a Higher Education Institution
- Self-motivation, flexibility and the ability to work with minimum supervision
- Experience of line-management or supervision