

**PA to Director and Administrator to
Directorate**

Job Title	PA to Director and Administrator to Directorate
Location	Directorate, Reid Building
Reports to	Directorate Executive Officer
Purpose	<ul style="list-style-type: none">• To provide professional co-ordination and administration to support the Director.• To assist in the management of the daily functions of the Directorate office, through the proactive delivery of a wide range of key support activities.• To provide project co-ordination and administrative support for external and internal projects involving the Director.• To contribute to, leading where required, on the design and development of internal work systems and processes in order to continuously improve transactional Directorate service delivery.

The Role

PRINCIPAL DUTIES AND RESPONSIBILITIES

The principal duties and responsibilities of the post holder are:

Communication

- Telephone and reception duties which include:
Dealing with routine enquiries from staff, students and external bodies; taking messages; confirming appointments, course or meeting dates; initiating contact with internal and external contacts on behalf of the Director.
- Acting as Minute Secretary which involves:
Attending relevant meetings/committees and/or focus groups; taking, writing, publishing and circulating minutes and action points; circulating agenda and relevant additional documentation; participating in aforementioned meetings by providing updates on action points.
- Prepare, compose and review general correspondence, publications and presentations to a high standard in liaison with the Director and their senior teams as appropriate.
- Providing information and guidance to staff at all levels across GSA, as well as Board members and external partners.

Teamwork

- Deputise when required for the PA to the Deputy Director (Academic) and Director of Finance and Resources
- Take action upon matters needing attention during the absence of the Director and Directorate Executive Officer and delegate to colleagues, liaising with their respective teams as appropriate.
- Participate in and make a valuable contribution to the department by providing effective administrative support to the Director and take an instrumental role in ensuring the smooth working of the office/department(s).
- Maintain departmental systems relating to record keeping and information to ensure that monitoring data is available for reporting purposes.
- Assist in departmental compliance with GSA policies, procedures and processes.
- Undertake other appropriate tasks and duties as agreed with the Director and Directorate Executive Officer.

Liaison & Networking

- Liaise with internal support departments in order to build relationships and contacts to facilitate the future exchange of information.
- Liaise with external contacts, e.g. Scottish Funding Council, Universities Scotland, External Examiners, Suppliers, Contractors, other HEIs etc, in order to build relationships and contacts to facilitate the future exchange of information.
- Liaise with and establishing effective working relationships with peers in other departments across the School.
- Attend and participate in relevant Committee meetings/focus groups.

Service Delivery

- Provide an efficient and high standard of service by responding promptly to requests for information from staff, students and external bodies and/or directing them to the appropriate person if necessary.
- Contribute to the quality of service provided by identifying any short falls and recommending improvements.
- Continuous review, development and enhancement of administrative systems and processes to meet the needs of the department and customers, and to maximize efficiencies.
- Management of departmental systems relating to record keeping and information to ensure that monitoring data is available to senior staff for reporting purposes.
- Undertake duties in an accurate and timely manner, problem solving or raising relevant issues as appropriate to ensure that a high standard of service is provided to students, staff and external partners.

Decision-making

- Exercise independent decision-making skills when managing diaries, managing emails, booking venues (rooms, lecture theatres), arranging accommodation, hospitality, travel and itineraries for Director and visitors, ordering consumables i.e. stock and equipment.
- Make collaborative decisions with colleagues, for example when formatting reports/ documents, agreeing content of correspondence, scheduling large events.
- Input into the decision-making of others by recommending improvements to processes, updating on actions and deadlines, advising of diary commitments.

Planning & Organising

- Plan, prioritise and organise own work in order to achieve agreed objectives;
- Contribute to the planning and organising of Directorate and/or School-wide events, e.g. Senior Management events, all staff events, Graduation, Degree Show etc.
- Ensure maximisation of available time in the diaries of Director, liaising with key internal and external contacts to prioritise and organize time effective meetings.
- Assist with email management, filing and prioritisation, to ensure support for task visibility and completion as required by the Director.
- Schedule and service senior management committees and meetings, regular and ad hoc, by liaising with and coordinating diaries of relevant team members.
- Proactively seek, collate and edit information from all GSA internal departments to provide information for briefings, newsletters and presentations.
- Support financial planning by providing relevant data to enable effective monitoring and reporting of expenditure against budgets, including authorisation of spends for budget area and any special projects.
- In conjunction with senior administrative staff across GSA, continuous review and improvement of GSA-wide systems, practices and protocols, and to take forward “joint working” tasks and initiatives embedding & using suitable systems.

Initiative & Problem-solving

- Show initiative to solve day to day problems as they arise, e.g. late notice of cancellation of meetings, re-arranging meetings at short notice, responding to emergencies and alerting relevant senior management.

Analysis & Research

- Collate, manipulate and analyse data. Examples might include where appropriate, student demographic details, staff data, student feedback information, mailing lists.

- Input and maintain data on appropriate databases and interrogating via standard queries and translating into reports (word, excel etc) for action and interpretation by others.
- Gather information on behalf of other staff members, from internet sources, specialist journals, external bodies including HEIs and government agencies.
- Research and collate information for the Director, enabling their full preparation in advance for all internal and external engagements.

Team Development

- Advise, guide or assist new starters/colleagues within Director relative teams on standard information or procedures.

Knowledge & Experience

- Apply working knowledge of theory and practice, sharing this knowledge with others as appropriate for example, the ability to interpret rules, procedures and regulations and provide advice to others on how they should be applied.

Relationships

Internal Contacts:

- Senior Leadership Group
- Planning and Managing Group
- Board of Governors
- Staff at all levels across GSA
- GSA Students

External contacts:

- Scottish Funding Council
- Universities Scotland
- Higher Education Institutions
- AHRC
- Creative Industries
- Scottish Finance Directors
- Scottish Enterprise
- Federation
- Scottish Government
- Scottish Parliament
- Local Government
- Local authorities

Person Specification

Education

- Educated to Degree level (or possess equivalent relevant experience)

Skills and Experience

- A minimum of three years administrative experience.
- Excellent written and oral communications skills, including a high level of literacy and diplomacy skills.
- Experience and/or knowledge and understanding of HEI process and procedures.
- Computer literate including:
 - office suite
 - administrative management systems
- Creativity and idea generation skills.
- Demonstrable ability to work to tight deadlines and prioritise workload.
- Demonstrable ability to engender trust among colleagues and operate with professional credibility.
- Excellent interpersonal skills and networking skills.
- Demonstrable ability to work in a small team and relate well to a wide range of people including those in senior positions both within and out with the School.
- Demonstrable ability to be self-motivated, show initiative, and work under own direction.

Terms and Conditions

Contract:	Permanent (1.0 FTE)
Probationary Period	It is recognised that there is an inevitable 'settling in' period in any post. The probationary period is therefore an opportunity for the employee to fit within the culture of the School. It should also be determined during this time whether the job is in line with expectations as expressed in pre-appointment discussions, interview and as set out in the Job Description. The probation period for this role is six months.
Salary	Grade 4 (£23,334 - £26,243 per annum)
Hours	35 hours per week Monday – Friday (9am – 5pm with one hour lunch break)
Holidays	30 days annual holiday and 11 days public holiday, per annum
Pension	Local Government Superannuation Scheme
Notice Period	1 month