Executive Officer to the Registrar and Secretary
Registrar and Secretary’s Office

Closing date: 21 November 2018
Interview date: 4 December 2018
Vacancy reference: 6547
INTRODUCTION

As Executive Officer, you will be my right hand person acting as the main point of contact for initial enquiries into my office. You will use your knowledge and judgement to manage, respond and escalate enquires as appropriate. As Registrar and Secretary, I lead the University’s Professional Services and hold responsibility for the effective and efficient operations and governance of the University.

The job involves co-ordination across the University’s Professional Services, servicing a range of meetings and committees, drafting correspondence, supporting recruitment processes, as well as managing the Registrar’s PA who leads on providing diary support and other crucial administrative functions.

A key element of the role will be drafting reports, presentations, correspondence and briefings on my behalf. You will also act as a sounding board and advisor to me and will be expected to keep an up-to-date understanding of external matters that effect the Higher Education sector.

This is an excellent opportunity for an experienced higher education professional to play a critical role at the centre of this thriving University.

Jo Horsburgh
Registrar and Secretary
Main purpose of the role

Providing executive level support to the Registrar and Secretary including writing reports, presentations, correspondence and briefings on a wide range of internal issues. The role will also ensure the effective co-ordination of the Registrar and Secretary’s office, acting as the initial point of contact for all enquiries. The candidate will use their knowledge and judgement to manage, respond and escalate enquiries as appropriate. The role will also undertake a review and implement changes to processes and procedures to ensure the Registrar and Secretary’s office is managed as effectively and professionally as possible.

Key responsibilities

(Role holders will be required to undertake some or all of the duties below)

- The Executive Officer will act as first point of contact for all enquiries to the Registrar and Secretary. They will review, prioritise and respond to communication and escalate issues to the Registrar and Secretary as appropriate.
- Develop strong internal networks with key stakeholders in order to ensure that they are abreast of internal matters that may require the Registrar and Secretary intervention.
- Keep up to date with the external Higher Education environment, including through monitoring media and commentary.
- Take a lead in managing the Registrar and Secretary’s office, providing day to day excellent administrative support to the Registrar and Secretary, and developing or implementing policies and processes to optimise efficiency.
- Provide detailed advice and guidance on a range of issues for the Registrar and Secretary, often acting as a sounding board for the Registrar.
- Prepare high-level letters, briefings and reports for, or on behalf of, the Registrar and Secretary. This includes analysis, manipulation and interpretation of data.
- Manage the department’s financial accounts and budgets, and prepare associated reports and presentations.
- Undertake research and perform detailed analysis, on a range of higher education policy and broader University issues to create reports and highlight/prioritise issues.
- Write formal reports and summarise strategic documents to inform the Registrar and Secretary planning and preparation for key internal and external debates and presentations. This includes government policy initiatives and government legislation.
- Commission or prepare all documents ahead of the Registrar’s meetings, prepare agendas and take and transcribe the minutes of meetings, including acting as Secretary to the University’s Operations Group.
- Draft strategic level speeches and presentations on behalf of the Registrar and Secretary.
- Draft papers and other committee papers on departmental or other strategic initiatives on behalf of the Vice-Chancellor, Deputy Vice-Chancellor and Senior Executive Officer.
- To act as a point of liaison between the Registrar and Secretary, and academic and professional support departments. This entails acting as a conduit for the flow of high level and sensitive information.
- Work closely with the Senior Executive Officer for the Vice-Chancellor and provide support when required.
- Provide support to the Deputy Registrar when required.
- Line management of the Registrar and Secretary’s PA.
- Other duties as necessary, included from time to time administrative support.
# PERSON SPECIFICATION

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<tr>
<th>Qualifications</th>
<th>Essential / Desirable</th>
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<tr>
<td>Degree level qualification or equivalent relevant experience</td>
<td>Essential</td>
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<tr>
<th>Knowledge</th>
<th>Essential / Desirable</th>
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<tr>
<td>In depth knowledge and understanding of the Higher Education sector</td>
<td>Essential</td>
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<td>Thorough knowledge of all Microsoft Office applications, and basic knowledge of Apple and the google suite</td>
<td>Essential</td>
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<td>Detailed knowledge of administrative processes and procedures</td>
<td>Essential</td>
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<th>Skills, abilities and competencies</th>
<th>Essential / Desirable</th>
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<tr>
<td>Ability to write clearly, concisely and persuasively, for reports, speeches, briefings and correspondence</td>
<td>Essential</td>
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<td>Excellent interpersonal skills, including the ability to build relationships with senior stakeholders in a sensitive, professional manner and to influence them when appropriate</td>
<td>Essential</td>
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<td>Excellent oral and written communication skills, with the ability to provide detailed advice and guidance</td>
<td>Essential</td>
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<td>Ability to apply available resources to optimum effect</td>
<td>Essential</td>
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<td>Ability to review strategic and operational procedures and processes, ensuring they are fit for purpose and maximise efficiency, make recommendations for improvements as identified and implement agreed change</td>
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<td>Numeracy skills, with the ability to manage a service-related budget and produce financial reports/updates</td>
<td>Essential</td>
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<td>Strong IT skills: including word processing, email, expertise in manipulating databases and spreadsheets, and establishing/managing online information</td>
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<td>Ability to line manage an individual or small groups</td>
<td>Essential</td>
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<td>Strong presentation skills, with the ability to represent the Registrar and Secretary at a senior level</td>
<td>Essential</td>
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<td>Strong sensitivity to data protection and an understanding of the organisational prioritisation</td>
<td>Desirable</td>
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<td>Ability to work independently, taking the initiative and delivering results without the need for detailed oversight</td>
<td>Essential</td>
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<th>Experience</th>
<th>Essential / Desirable</th>
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<tr>
<td>Experience of working in a senior administrative role in a large, complex organisation</td>
<td>Essential</td>
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<td>Experience of working for senior executives or academics</td>
<td>Essential</td>
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<td>Experience of writing reports, speeches, correspondence and briefings</td>
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<td>Experience in writing service-related reports for managers, which may include reports on finance, staff performance, and service development</td>
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<td>Experience in leading and motivating others to achieve results</td>
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<th>Personal attributes</th>
<th>Essential / Desirable</th>
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<td>Demonstrable ability to lead and work as part of a team</td>
<td>Essential</td>
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<td>Organised and flexible, able to prioritise</td>
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<td>Demonstrable initiative</td>
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<td>Highly motivated; able to work independently.</td>
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<td>Able to deal with confidential matters and act with discretion</td>
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PROFESSIONAL SUPPORT SERVICES

The Registrar and Secretary’s Department is central to the operation of the University. The Registrar leads the professional support services for the University, providing many of the key activities that keep the University functioning.

These include:

- Estates and Campus Services
- External Relations
- Corporate Information Services (including Planning)
- Human Resources
- Commercial Services
- Research and Enterprise
- Student and Academic Services

For further information on professional support services, please see: [www.york.ac.uk/about/departments/support-and-admin/](http://www.york.ac.uk/about/departments/support-and-admin/)
Founded on principles of excellence, equality and opportunity for all, the University of York opened in 1963 with just 230 students. In 2018 it is the home of more than 17,000 students across more than 30 academic departments and research centres. Since opening over fifty years ago, we have become one of the world’s leading universities and a member of the prestigious Russell Group.

We are consistently recognised as one of the leading Higher Education Institutes and are ranked 16th in the Times & Sunday Times league table (2017). The University of York has won six Times Higher Education (THE) Awards and five Queen’s Anniversary Prizes.

The University is proud of its association with Athena SWAN, holding 12 awards in support of gender equality, representation and success for all, with gold awards for Chemistry and Biology and a University-wide bronze award.

Of 154 universities that took part in the Research Excellence Framework (REF) in 2014, The University of York ranked 14th overall and 10th for the impact of our research. The University is consistently in the top ten UK research universities and attracts over £60m a year of funding from research alone.

Our vision is to make the University of York a world leader in the creation of knowledge through fundamental and applied research, the sharing of knowledge by teaching students from varied backgrounds and the application of knowledge for the health, prosperity and well-being of people and society.
Attractive workplace

Centred around the picturesque village of Heslington on the edge of the city of York, our colleges are set in an attractive landscaped campus. York enjoys a safe, friendly atmosphere with facilities including bars, shops, theatres and concert halls all within easy walking distance.

The University has undergone an unprecedented period of expansion and renewal since 2000. We have invested in twenty new buildings on the original campus and have completed the first and second phases of a £750m campus expansion. Our investment in new colleges, teaching and learning spaces, laboratories, research facilities and a new sports village mean there has never been a better time to join us.

During this period of change we’ve worked hard to retain our friendly, informal and collegiate atmosphere, which is important to our core values of inclusivity and interdisciplinarity.

We have a thriving international community and are committed to providing staff moving to York with as much support as possible through our Relocation Package and Welcome Officers.

The University is committed to promoting a diverse and inclusive community - a place where we can all be ourselves and succeed on merit. We offer a range of family friendly, inclusive employment policies, flexible working arrangements, staff engagement forums, campus facilities and services to support staff from different backgrounds.

For further information please visit our employee benefit pages
THE CITY AND THE REGION

The City of York

Internationally acclaimed for its rich heritage and historic architecture, York's bustling streets are filled with visitors from all over the world. Within its medieval walls you will find the iconic gothic Minster, Clifford's Tower and the Shambles - just a few of the many attractions.

But York isn't just a great place to visit - it's also a great place to live and work. While nourishing a vibrant cosmopolitan atmosphere, York still maintains the friendly sense of community unique to a small city.

Visit www.visityork.org for more information on the city of York

Shopping, culture and entertainment

York boasts specialist and unique boutiques but also all the high street stores on its busy shopping streets. Alongside them you will find cinemas, theatres, an opera house, art galleries, a vast range of restaurants, live music venues and clubs. York is particularly renowned for its multitude of pubs and bars, from the modern to the medieval.

Housing and schools

Whether you choose to live close to the city, in one of the surrounding villages or further afield, you will find a wide range of housing within comfortable distance of York and the University. For families, the area has a range of excellent schools both in the state and independent sector.

Great location

York is one of Britain's best-connected cities. Halfway between London and Edinburgh on the East Coast mainline, on intercity trains you can reach London King’s Cross in less than two hours and Edinburgh in two and a half hours. York is also well served by road links, and it is easily accessible from the A1, M1 and the M62.

For those travelling from overseas, Manchester Airport is two hours away and Heathrow Airport just three and a half. Flights from nearby Leeds Bradford Airport provide easy access to mainland Europe. By Eurostar from London St Pancras, Paris is just over six hours away.

Yorkshire

The Lonely Planet guide recently declared Yorkshire the third best region in the world to visit. There is something to cater to every taste, whether it be the rugged landscapes of the Moors or the Dales, the picturesque seaside towns of Scarborough and Robin Hoods Bay, the gothic architecture of Whitby or the vibrancy of cosmopolitan Leeds.
Apply online

- Go to https://jobs.york.ac.uk
- Find this job using reference 6547
- Complete the online application form

You will need to submit your completed application by midnight (local UK time) on 21 November 2018.

What will I need?

You will need to upload:

- your CV
- a letter describing how you meet the requirements of the job

You will also need details of two referees.

Help and assistance

Direct any informal queries to Paul Ellison, Recruitment, Advisor (paul.ellison@york.ac.uk)

If you have any questions about your application, contact the HR Services team:

recruitment@york.ac.uk

+44 (0)1904 324835