Executive Assistant to the Pro-Vice-Chancellor, Partnerships and Engagement

Department: Executive Operations Department

Hours of work: Full time / 37 hours per week (1.0 FTE)

Contract type: Open

Salary: £27,131 - £33,314 per year
Main purpose of the role

This is a key role within the Executive Operations Department contributing to exciting and diverse initiatives led by the Pro-Vice-Chancellor (PVC) for Partnerships and Engagement. The post holder works across the PVC’s portfolio, providing executive support within a wide range of administrative services, including but not limited to: collation and preparation of background documents for PVC engagements in committees and other settings; arrangements and agendas for meetings, workshops, and events; workflow management across a wide range of ongoing and strategic workstreams; coordination of activities with the Equality, Diversity and Inclusion team and those managing special projects aligned with the PVC’s remit.

This role is both inward and outward facing. It requires close working relationships with all areas of the University, and in particular external stakeholders, the academic community and the leads for enterprise and public engagement. The role offers opportunities to engage with external partners in business, Higher Education, community organisations, regional and national government agencies, private sector, and other partners at the regional, national, and international level.

Key responsibilities

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

1. Role Specific Responsibilities

   - The candidate will possess administrative, project management and interpersonal skills, and be comfortable liaising with a wide range of stakeholders across multiple channels. The post holder will manage the production of high-quality communications and lead in developing short reports, presentations and briefing papers. (Role holders will be required to undertake some or all of the duties below)
   - First point of contact providing informed advice and guidance for key stakeholders
   - Devise, develop and implement administrative and information strategies, systems and services, to support the function of the PVC for Partnerships and Engagement
   - Logistical organisation, preparation/writing and proofreading documents, providing summary reports and presentations, web content and communications materials
   - Prepare all documents ahead of meetings, prepare agendas and take and transcribe the minutes of meeting action/decision logs, publishing papers and ensuring records are kept in line with retention guidelines
   - Provide specialist advice, guidance and information to staff across a wide range of service-related issues, including policies, procedures and regulatory/legislative requirements
   - Develop and manage administrative processes and procedures for the PVC for Partnerships and Engagement
   - Essential administrative support - email management, diary management, dealing with correspondence, collation of committee papers and travel arrangements
- Play a key role in departmental project teams, and work with groups across the Department and the University to ensure that projects are developed and delivered as required by the PVC for Partnerships and Engagement
- Ensuring that the PVC has excellent paperwork to support at every meeting and that a comprehensive records management system is in place and effective
- Work proactively as part of the EOD Executive Support Team and providing reciprocal cover for other Administrators within the team during periods of short term leave.

2. University of York Responsibilities for Grade 5

Service and Operational Delivery
- Undertake day to day decision making for operational aspects of service or delivery, within a designated area of responsibility.
- Deliver services to standards set by others, using initiative and independent action to meet service needs.
- Manage the resolution of escalated issues or queries where the answer requires consideration and application of judgement.
- Where appropriate, solicit customer views on the nature and quality of the service provided.
- Make effective use of digital solutions to carry out operational activity and implement efficiency improvements.
- Act as a supportive and encouraging member of a team. For roles at this level with supervisory responsibilities, demonstrate compassion and give advice on commonly occurring wellbeing issues.

Continuous Improvement
- Monitor and review service or operational delivery in conjunction with line manager, recommending / implementing improvements to process, service or governance.
- Contribute to and/or initiate the development and improvement of methods of service delivery.
- Research, analyse and interpret data/findings, using standard methodologies to identify opportunities for improvement. Where appropriate, independently identify and source additional information for consideration.
- Proactively identify opportunities for building new personal knowledge and skills for self and others.

Specialist Contribution
- Provide detailed advice to internal and external stakeholders on service-specific policies, procedures and regulations.
- Carry out investigations, searches and research information and data to identify trends and patterns.
- Analyse data and statistics and provide reports for higher level decision makers.
- Provide expertise to support compliance with legislation and statutory duties.
Collaboration and Communication

- Establish, maintain and develop productive and ongoing relationships with colleagues across the University, to support service delivery and issue resolution.
- Contribute to business meetings, working groups and committees to enable efficient service delivery and manage stakeholder expectations.
- Engage with external peers and specialists to exchange knowledge and information.
- Use a range of digital media and tools to communicate with a diverse range of key stakeholders.
- Collaborate with team members to identify and implement service improvements or alterations.

Governance and Oversight

- Implement and monitor recognised procedures to ensure compliance.
- Provide training to team members on procedure e.g. data handling and recording.
- Ensure accuracy by implementing recognised and routine checks, assessment criteria and techniques.

Planning and Organisation

- Plan and organise own workload (and, where applicable, the workload of team members) to manage short term fluctuations and changing priorities.
- Contribute to longer term plans/programmes of work.
- Plan and organise small scale projects.

The above list of duties is not exhaustive and is subject to change. The post holder may be required to undertake others duties within the scope and grading of the post.
### Person specification

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<thead>
<tr>
<th>Role Specific</th>
<th>Essential / Desirable</th>
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<tbody>
<tr>
<td>Balances multiple demands and prioritises effectively</td>
<td>Essential</td>
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<tr>
<td>Builds effective networks internally and externally</td>
<td>Essential</td>
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<td>Solutions focussed, demonstrates an ability to resolve logistical challenges</td>
<td>Essential</td>
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<tr>
<td>Demonstrates a strategic understanding and approach</td>
<td>Essential</td>
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<tr>
<td>Knowledge of HEI institutions and processes</td>
<td>Desirable</td>
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**University of York Person Specification for Grade 5**

<table>
<thead>
<tr>
<th>Qualifications:</th>
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<tr>
<td>Level 3 qualification. (Qualifications at this level include A levels. Please <a href="#">view the full list</a>. We also welcome applicants with equivalent non-uk qualifications or equivalent professional experience.</td>
<td>Essential</td>
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**Skills - demonstrates the ability to:**

| Manage small-scale projects                                           | Essential                       |
| Gater, analyse, interpret and report data/information                  | Essential                       |
| Use digital technologies including Google applications and/or Microsoft Office | Essential                       |
| Communicate effectively in verbal and written formats, including the use of a variety of digital tools | Essential                       |

**Behaviours:**

| Works collaboratively with others                                      | Essential                       |
| Delivers a quality service                                            | Essential                       |
| Develops self and others                                              | Essential                       |
| Actively champions respect, inclusivity, equality and diversity       | Essential                       |
| Identifies and implements continuous improvement                      | Essential                       |