Senior PA to Director

Department: Directorate of Technology, Estates & Facilities

Hours of work: Full-Time / 37 hours per week

Contract type: Open

Salary: £27,131 - £33,314 a year / Grade 5
**Introduction**

DTEF is responsible for ‘providing outstanding work, study, research facilities, and facilities to enhance the student experience, on campus and online’.

Our directorate consists of three sections which are:

**Technology:** IT Infrastructure: Networks, Faculty IT and Security, Systems, Desktop and Print. Digital: Software, Projects, BA/change management.


**Facilities:** Campus Services: Facilities, Admin. & Customers, Accommodation & Room Bookings Commercial Services: Retail, Catering, Conferences, Nursery, Copy & Print, York Sport, York Science Park Ltd & Guildhall.

This role will be part of the wider DTEF Administration team within the Facilities section, however as this position supports the Director of DTEF, the role spans all areas of the Directorate.

This role will be part of the Strategic Programmes Team and will report to the Director’s Executive Officer.

**Main purpose of the role**

To provide PA support to the Director and to assist across the wider team to best ensure productivity and best working practices are delivered. Work with the wider teams to support their range of administrative activities which contribute to the day-to-day operation of the senior management team.

**Key responsibilities**

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

1. **Role Specific Responsibilities**
   - First point of contact for Directors and provide informed advice and guidance across a range of specialist issues that come under the responsibility of the Director and the Senior Management team.
   - Act as a Personal Assistant to the Director and provide essential secretarial and administrative support, including diary management, dealing with correspondence, producing reports/papers, and making travel arrangements.
   - Allocate work and ensure that tasks are completed according to objectives, meeting required quality and timescales.
   - Implement and monitor the key administrative processes required for organising DTEF internal and external meetings.
   - Prepare papers for the Director and Senior Management team to present to University committees.
   - Use and maintain a range of diverse administrative systems, making best use of technology wherever possible.
   - Build strong and productive relationships across the directorate, with academic departments, student groups, peers within professional services and external partners.
- Lead in organising and managing programmes of internal and external meetings, visits, events, away-days, seminars, fundraising, influential events and visits by high profile visitors
- Contribute to specific departmental projects

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.
## Person specification

<table>
<thead>
<tr>
<th>Role Specific</th>
<th>Essential / Desirable</th>
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<tbody>
<tr>
<td>Experience of working in a similar role</td>
<td>Essential</td>
</tr>
<tr>
<td>Secretarial or administrative qualifications</td>
<td>Desirable</td>
</tr>
<tr>
<td>Experience of diary and inbox management at an executive level</td>
<td>Essential</td>
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### University of York Person Specification for Grade 5

#### Qualifications:

- Level 3 qualification. (Qualifications at this level include A levels. Please view the full list). We also welcome applicants with equivalent non-uk qualifications or equivalent professional experience. **Essential**

#### Skills - demonstrates the ability to:

- Manage small-scale projects **Essential**
- Gather, 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**

### Additional Personal attributes

- Our Directorate has developed a set of core values that promote dignity and respect for all. All our staff are expected to adhere to these values and therefore the following personal attributes are essential. A full copy of our values can be found on our website at: Our values
- Be honest, consistent and fair in all dealings with colleagues and be welcoming and inclusive to others **Essential**
- Have strong team spirit and pride in your standard of work **Essential**
Value colleagues and support their commitment to behaviour that is consistent with our core values