

The University of Manchester

Job Description

Job title:	Executive PA + Senior Administrator
Reports to:	John Rylands Librarian + Director of the UML
Organisation unit:	University of Manchester Library: University Librarian
Date:	January 2021
HERA:	MAPPS-UML-UNILIB-D (330, Grade 5)

Overall purpose of the job:

- To provide comprehensive PA and administrative support to the University Librarian and other members of the Executive Team as required
- To manage the other Library PAs and supporting the day-to-day work of the Library
- To provide HR administrative support for the Executive Team
- To oversee the Library Office support of the Library Leadership Team
- To deal with other general enquiries from Library staff with regards to HR and training matters

Key responsibilities:

- To contribute to an environment that values and celebrates the diverse nature of the University of Manchester's population and to take positive steps to achieve equality in the workplace and to both meet and exceed our obligations under equality legislation
- To manage and develop the Library's Personal Assistants including as required Performance Development Reviews and other related line management tasks and duties
- To provide full support and a pro-active approach to the arrangement of a heavy meetings schedule. This includes complex diary management, co-ordination of meetings, distribution of papers and arrangement of travel and accommodation
- To apply meticulous organisation and planning skills to ensure that tasks are carried out within necessary timescales
- To compile daily packs of papers and information relating to diary engagements (e.g. provide maps and directions, relevant correspondence, agendas, minutes, etc)
- To act as first point of contact with a broad range of high profile internal and external (national and international) contacts and to keep up-to-date records of these details
- To assist in the organisation of high-profile meetings and 'away-days' including receiving visitors and providing/arranging an appropriate level of hospitality

- To oversee and manage the responses to incoming queries to the Library Office and to use initiative to ensure that matters are dealt with in a timely and appropriate manner
- To process a variety of documents including PowerPoint presentations, mail merge documents, diagrams, tables and charts in both Word and Excel or other appropriate software
- To find and collate information, (including internet searches), and distribute information as required
- To handle sensitive matters and confidential information
- To manage email correspondence and post and to draft and distribute correspondence when required
- To assist in co-ordination and delivery of projects to deadlines
- To manage the order and distribute stationery supplies for the UML
- To administer the UML's room booking system and liaise with the Library attendants on room set up
- To process carefully, dispatch and retain records (e.g. of annual leave and of expense claims), including the Frequent Traveller Credit Card log for the University Librarian
- To manage and maintain filing systems, both electronic and paper-based
- To raise requisitions on Oracle for stationery/room hire/equipment etc., working closely with Finance
- To prepare staff badges and order branded clothing for new members of staff; this includes re-ordering replacement clothing when required and stock management
- To input data relating to casuals and overtime, liaising with Library staff, payroll and Library Finance
- To manage the day-to-day recording of sickness absence for the UML and produce trigger reports for distribution to Line Managers within the Library
- To organise visits by staff to Planning and Professional Services in relation to the Trading Places initiative
- To manage the administration of the recruitment lifecycle process from the initial request to the induction, working with the University's HR Services
- Liaising with managers and HR to ensure the correct induction process is followed
- To provide HR and training support to staff, liaising with HR Services and Staff Learning and Development on more complex matters
- To support staff by calculating annual leave allocations e.g. for new starters, part time roles, etc.
- To disseminate relevant HR information to all staff as directed and ensure that the relevant web pages for HR are kept updated
- To manage access to Jobtrain for all Library staff
- To take an active approach to continuing professional development
- To be responsible for compliance with and the embedding of University policies, procedures and requirements - in particular those relating to health and safety; equality, diversity and inclusion; and information governance
- Such other duties as may reasonably be associated with the grade and a role of this nature
- To work at any Library site as required
- To be flexible in relation to hours of work as may be reasonably requested from time to time

- To wear supplied Library branded clothing during defined promotional activities and special events
- To understand the specific context within which the role operates and how it relates to the wider University goals and business processes, in order to facilitate informed decision making
- To ensure the working environment reflects the University's and Library's values

Person Specification:

Essential knowledge, skills and experience:

- **Knowledge and experience**
 Previous relevant experience of successful working as a PA to a senior manager
 IT literacy e.g. ability to use *Word, Excel, PowerPoint, Outlook* or similar packages to a high standard as well as, mail-merge, internet, e-mail
 Experience of management / supervisory experience
- **Communication**
 Confidentiality
 Discretion
 Ability to use initiative in evaluating situations
 Ability to maintain good relations
 Drafting correspondence using own initiative
 Ability to make visitors welcome
 Excellent verbal communication skills
- **Teamwork and motivation**
 Ability to work democratically within a team
 Ability to work under pressure when necessary
 Self motivated and willing/co-operative
- **Planning and organisation**
 Independent organisation and judgement of workload
 Ability to use initiative in handling the unexpected
 Ability to multi-task and prioritise
 Ability to use considerable judgement in organising support for the workload of senior person
- **Service delivery**
 Ability to demonstrate a professional approach to deliver a consistent, effective service
 Flexible attitude
 Ability to handle requests for information promptly and effectively.
 Ability to learn from experience

Desirable skills, knowledge and experience:

- Formal secretarial training