

## The University of Manchester

### *Job Description*

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<b>Job title:</b>	Personal Assistant
<b>Reports to:</b>	Executive PA + Senior Administrator
<b>Organisation unit:</b>	University of Manchester Library: University Librarian
<b>Date:</b>	January 2021
<b>HERA:</b>	MAPPS-UML-UNILIB-B (280, Grade 4)

#### **Overall purpose of the job:**

You will provide secretarial and administrative support to members of the Executive and Leadership Teams, under the guidance of the Executive PA + Senior Administrator, dealing with enquiries internal and external to the University. As a member of the Library's central administrative team, you will support the busy day-to-day work of the Library.

You will also provide HR administrative support and deal with other general enquiries from Library staff with regards to HR, supporting day to day HR requirements of the Library.

#### **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 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 information relating to diary engagements (e.g. provide maps and directions, relevant correspondence, agendas, minutes, etc)
- To organise events e.g. departmental away days, retirements etc.
- The planning and organisation of visits by external/internal visitors including Erasmus visits.
- To field phone calls, take messages where necessary and use initiative to ensure matters are dealt with appropriately
- 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 handle sensitive matters and confidential information
- To administer email correspondence and post and to draft and distribute correspondence when required
- To process carefully, dispatch and retain records in line with policy and procedure
- To administer and maintain filing systems, both electronic and paper-based (including annual leave records)
- To approve meeting room requests and liaise with the Library attendants on room set up
- To raise requisitions on Oracle for stationery/room hire/equipment etc., working closely with Finance.
- To cover the work of the other PA/Administrators in their absence, as and when required.
- 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 record all Library sickness absence on the Sickness Absence Management system (SAMS).
- To help administer 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 basic HR support to staff, liaising with HR Services and the Library Office Manager 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 LibraryConnect and Intranet pages for HR are kept updated.
- To manage access to Jobtrain for all Library staff.
- To work at any Library site as required
- 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:**

- Previous relevant experience of working successfully as a PA
- Accurate typing skills
- Excellent written communication skills

- Confidentiality and 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, including a confident and professional telephone manner
- Ability to work democratically within a team
- Ability to work under pressure when necessary
- Self motivated and willing/co-operative
- Independent organisation and judgment of workload
- Ability to use initiative in handling the unexpected
- Ability to multi-task and prioritise
- Ability to use considerable judgment in organising support for the workload of senior person
- Ability to think and plan ahead on behalf of a senior person and anticipate his or her requirements and potential problems
- Ability to demonstrate a professional approach to both internal and external and 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
- Previous HR administration experience