Job Description – PA for Estates Leadership Team and Business Support Administrator

About the role

To provide confidential PA support to the Estates Leadership Team (LT) providing a high level of day to day professional secretarial and administrative support. You will be responsible for arranging and servicing meetings including the management of confidential papers and information for the LT, discretion and confidentiality are essential attributes. Extensive Leadership Team diary and email management form a key part of this role. Duties also include the provision of minute taking activities during key Management and Unit meetings.

Key responsibilities

You will work individually and as part of a team and you will support the provision and controlling of designated PA to Leadership team activities. This activity covers a range of very diverse and varying administrative task which includes but is not limited to supporting the Leadership team and the Business Services Manager to provide:

- Unit Business Strategic Planning, Operations and Resourcing Management activities.
- The supervision of two Business Service team members (GR5 level) and their allocated tasks and duties.
- Supporting Unit business service activities which include Leadership team and Business Continuity activities, including support for GDPR initiatives / monitoring, internal recruitment controlling, internal specialist training oversite (planning and monitoring), resource monitoring activities, p-card procurement initiatives / requirements, risk register management, etc.
- Support over Business Service project and programme implementation initiatives.
- Supporting the preparation of unit management information and analysis activities ensuring that they are fit for purpose.
- Support over departmental H&S needs including taking care of identified persons where required.

Skills and experience

Essential:

- GCSE or equivalent in five or more subjects to include English Language and Mathematics
- Diploma / Certificate in Secretarial Practice (minimum RSA) or equivalent.
- Excellent IT skills with up to date knowledge of associated software packages including Outlook, Word, Excel, SharePoint and Powerpoint.
- Experience of working as a PA and Administrator.
- Evidence of supporting project implementations.
- Experience of managing multi managerial diary schedules and minute-taking.
- Experience of supporting strategies, policies and procedures.
- Experience and understanding of resource planning.
- Experience of implementing and maintaining efficient office systems and procedures including bringing forward systems. Including good organisational skills to enable management of own time and priorities to ensure deadlines are met.
- Experience of support staff management, task allocation and reporting controls.
• Experience of working well as a member of a team with a positive and flexible attitude and the ability to work with minimal supervision across departmental boundaries.
• Excellent communication skills at all levels of staff and external contacts with the ability to use discretion and maintain confidentiality.
• Excellent organisational skills and ability to work under pressure and plan/prioritise own workload to ensure agreed deadlines and delivery standards are met.
• High level of attention to detail and accuracy.
• Problem-solving using information from a variety of sources to make timely decisions.
• Ability to take initiative and work independently in a proactive manner.
• Customer-focused approach and commitment to service excellence.
• Adaptable and flexible to changing working practices.

Desirable:

• NVQ Level 2 Administration or equivalent.
• European Computer Driving Licence.
• Experience of working in an Estates/Facilities related field.
• Knowledge of PS issues and developments in the UK Higher Education Sector and OU policies and procedures.
• Experience of working in an educational field.
• Experience of working with Business Continuity Programmes.
• Working creatively to develop innovative and workable solutions.
• Planning skills and business practice process development for projects.