PA to the Head of School / Office Manager

Grade 6 - Full Time
Location: Milton Keynes
Reporting to: Head of Planning and Operations
Ref: 16106

About the role

To work closely with the Head of School (HoS) and their management team, to support the day to day management of the School with particular responsibility for the line management of secretarial resource within the management structure.

To assist the School in the delivery of University, Faculty and School priorities by driving the annual cycle of activity and proactively engaging with, developing and planning key processes and activities.

To provide first class customer service to members of the School and Faculty by understanding their needs and by matching solutions to their requirements.

To support, monitor and drive continuous improvement in the School support team and develop, in consultation with key stakeholders, process and management information relevant to the School and Faculty activities.

Key responsibilities

1. Provide PA support to the Head of School and the Head of Planning and Operations, supporting both role holders in all aspects of activity devolved to the School.

2. Responsible for the leadership and line management of the GR5 School Assistant, ensuring resource is managed efficiently and effectively to deliver School and Faculty objectives in line with University plans. This includes recruitment, induction, probation, appraisal and workload planning.

3. Work in partnership with the School Management Team and their supporting assistants to drive the School’s annual cycle and achieve School and Faculty objectives. This includes supporting activities such as Academic Workload Management, Career Development and Staffing Appraisals, award processes etc.

4. Responsible for providing Secretariat support for School and Senior Management Team meetings, to include collating agenda items and papers, taking and circulating minutes of meetings and co-ordinating and following up on actions.

5. Provide appropriate financial oversight and information across School related budgets, maintaining up to date records, reconciling budget spreadsheets and arranging for the payment of invoices using appropriate University systems. To understand and provide information to the School Head of Planning and Operations on expenditure patterns to assist with financial planning and forecasts.
6. Responsible for ensuring infrastructure requirements are identified and maintained to a good standard and co-ordinate delivery and fault reporting through the appropriate channels.
7. Co-ordinate School activities, including seminars and events, undertaking other such duties as may be reasonably required by the Senior Management Team within the School or Faculty.

Skills and experience

Essential:

- Good general secondary education at least to A-level or equivalent secretarial qualification.
- Experience of working in a senior PA and administrative role including managing a busy, complex electronic diary and taking minutes at meetings.
- Excellent office management skills, with demonstrable experience of managing a small team to include recruitment, induction, probation, appraisal and workload planning.
- Ability to use absolute discretion, initiative and personal judgement for dealing with the sensitive and confidential matters which pass through the School office.
- Ability to work effectively in a team with the drive to ensure that a high-quality service is provided, dealing with multiple tasks in parallel, and sharing knowledge appropriately.
- Ability to identify and solve problems, improving working practices proactively and responding quickly to change.
- Excellent interpersonal skills, and experience of dealing assertively with a wide range of stakeholders at all levels of seniority.
- Excellent written and oral communication skills and experience of using a variety of communication methods.

Desirable:

- Budget management experience
- Demonstrable evidence of good practice in relation to equal opportunities and diversity.