
University of Sunderland

Role Profile

Part 1

Lifechanging



**University of
Sunderland**

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| Job Title: | PA to Directors of HR and Finance/Service Support Administrator |
| Reference No: | 0434-22 |
| Reports to: | Director of HR |
| Responsible For: | n/a |
| Grade: | Grade C |
| Working Hours: | 37 hours per week |
| Faculty/Service: | HR and Finance & Planning |
| Location: | Edinburgh Building, City Campus |
| Main Purpose of Role: | To provide efficient, effective and confidential PA and administrative support to the Directors of HR and Finance, and Senior Management Team. |
| Key Responsibilities and Accountabilities: | <ul style="list-style-type: none">• Work to the Directors to provide a confidential personal assistant, secretarial and administrative support service in support of the range of their individual responsibilities and to meet objectives, targets and outcomes.• Organise and maintain an efficient diary system for the Directors and Senior Management Team.• Implement and maintain comprehensive administrative systems, including secure filing and archive recording systems for confidential documentation and in line with existing, changing and future University processes.• Develop and use knowledge of the purpose and functions of the service itself, its links to the wider University, being clear where other functions are carried out.• Be responsible for, and proactive in, progressing standard administrative actions, using and inputting to University systems, liaising with a range of functions and services. For e.g., activities supporting staff recruitment and progressing actions required by the Director and HR SMT for Boards and Committees.• Providing administrative support to HR and Finance & Planning meetings, including arrangements, agendas, notes and progressing actions as directed.• Be responsible for ongoing evaluation, development and monitoring of processes and procedures that support areas covered by own remit.• Be responsible for processing of purchases, expense claims and invoices and renewing subscription and software licenses and other similar financial transactions on behalf of HR and Finance & Planning.• Support the booking of complex travel/accommodation/course booking arrangements for the Directors and Senior Management Team, and others |

as appropriate.

- Continuously improve the Director's customer service, systems, and processes by identifying opportunities to improve service standards, efficiency and accuracy.
- To co-ordinate and administer the Professorial and Associate Professorial Promotions Process.
- To understand and support a culture which supports University priorities including: responsiveness and excellence in customer service; ownership of actions; adaptability and a 'can do' attitude; strong communication; innovation; inclusiveness; collaboration and team working.



Part 2A: Essential and Desirable Criteria

Essential:

Qualifications and Professional Memberships:

- A Level or NVQ Level 4 or equivalent.
- Maths and English GCSEs at Grade 4 or above or equivalent.

Knowledge and Experience:

- Significant experience of providing comprehensive personal assistant support to senior managers.
- Extensive experience of managing diaries and arranging meetings using Microsoft Outlook and Microsoft Teams.
- Proven experience of working to deadlines and prioritizing a busy workload.
- Experience of handling confidential material.
- Experience of evaluation and development of administrative processes.
- Experience of taking minutes and providing administrative support to meetings or committees.
- Experience of processing invoices and accurate budget recording.

Desirable

Qualifications and Professional Memberships:

- A Foundation degree, HND or equivalent level 5 qualification preferably in a relevant subject area.

Knowledge and Experience:

- Previous experience of work in Higher Education.
- HSE and or Financial processing related courses.

Part 2B: Key Competencies

Competencies are assessed at the interview/selection testing stage

Service Delivery

The role holder is required to deal with internal or external contacts who ask for service or require information; create a positive image of the institution by being responsive and prompt in responding to requests and referring the user to the right person if necessary.

Communication

Oral

The role holder is required to, understand and convey straightforward information in a clear and accurate manner and the role holder is required to, understand and convey information which needs careful explanation or interpretation to help others understand,

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| | <p>taking into account what to communicate and how best to convey the information to others.</p> |
| | <p>Teamwork and Motivation The role holder is required to be supportive and encouraging of others in a team; help to build co-operation by setting an example and showing a flexible approach to delivering team results; contribute to building team morale as an active participant in the team.</p> |
| | <p>Liaison and Networking The role holder to the role holder is required to carry out standard day to day liaison using existing procedures in order to pass on information promptly, keep people informed to ensure co-operation of effort and that work is done effectively. The role holder is required to participate in networks within the institution or externally in order to pass on information promptly, keep people informed to ensure co-ordination of effort and that work is done effectively.</p> |
| | <p>Decision Making Processes and Outcomes Take independent decisions is a requirement and has a minor impact. The role holder is required to be party to some collaborative decisions; work with others to reach an optimal conclusion that have a moderate impact. The role holder is required to provide advice or input to contribute to the decision-making of others that has a moderate impact.</p> |
| | <p>Planning and Organising Resources The role holder is required to plan, prioritise and organise their own work or resources to achieve agreed objectives.</p> |
| <p>Date Completed:</p> | <p>August 2022</p> |