



## **Personal Assistant**

### **GRADE 5**

#### **Job Purpose**

The postholder will deliver a proactive, efficient and flexible range of secretarial support and administrative activities. This will include significant forward planning, interacting with key internal and external contacts acting as the professional representative and proactively and independently managing work in a fast-paced environment.

#### **Main Duties and Responsibilities**

1. Proactive management of the diary, exercising considerable discretion and knowledge of the University priorities to ensure internal and external appointments are well planned and time is managed effectively.
2. Facilitate and co-ordinate meetings ensuring all necessary pre-meeting arrangements are in place, for example, booking of appropriate room; preparation and distribution of agenda and associated papers; post-meeting actions; preparation of Minutes etc, as appropriate.
3. Organise travel and relevant insurances, visas, etc liaising as necessary with travel agents, internal colleagues and external institutions/companies. Prepare comprehensive itineraries in advance of travel.
4. Active management of all correspondence [email, mail, phone calls, social media]. Deal efficiently with a high-volume inbox, prioritising emails and dealing independently with those which can be actioned/progressed.
5. Responsible for drafting reports, letters and emails as required.
6. Undertake and other reasonable duties as required by the team.
7. Engage in reasonable professional development activities as appropriate.
8. To contribute to the enhancement of the University's international profile in line with the University's strategic plan.
9. Contribute to a culture of continuous improvement by suggesting service improvements and implementing new processes to enhance quality of service.
10. Use standard software packages including Microsoft Office, conducting analysis from relatively straightforward data where necessary.

## **Qualifications**

- Scottish Credit and Qualification Framework Level 7 [Advanced Higher / Scottish Vocational Qualification Level 3, Higher National Certificate] or equivalent, and experience of personal development in a similar role

## **Knowledge, Skills and Experience**

- Ability to demonstrate the competencies required to undertake the duties associated with this post, having acquired the necessary knowledge and skills in a similar role. Experience of providing PA support to a senior stakeholder is desirable.
- Excellent communication and customer service skills, operating with diplomacy and discretion.
- The ability to plan, organise and prioritise effectively, respond to changes in demands and/or pressures, delivering work to standard and within deadlines.
- Experience of applying judgement, policies and procedures.
- The ability to work both independently and flexibly as part of a high performing team with excellent stakeholder management skills.
- Experience of working in a higher educational environment and knowledge of higher education policies and procedures is desirable.
- Knowledge of Microsoft Office 2016 programs/applications including Word, Excel, PowerPoint, Outlook and OneDrive is essential. Knowledge of other University software packages [Agresso, Oracle-based platforms etc.] is desirable.