

## JOB DESCRIPTION AND PERSON SPECIFICATION

**Job Title:** PA/Administrator,  
Library and Student Support Services Directorate

**Salary:**  
£29,358 - £35,839 per annum

**Grade:**  
Grade 3

**Location:**  
272 High Holborn, London

**Accountable to:**  
Assistant Director (Planning & Administration)

**Section:**  
Library and Student Support Services Directorate

### Purpose of Job:

- To provide effective and efficient PA support for the Library and Student Support Services Directorate Senior Leadership Team, maintaining confidentiality, tact and diplomacy at all times.
- To provide comprehensive and customer-focused administrative support for the Library and Student Support Services Directorate (LSS), by developing an understanding of the work of the Directorate and contributing to the smooth operation of the Directorate office.

### Main Duties and Responsibilities:

PA duties include:

- To act as a first point of contact in person, by telephone or by email; receiving visitors and arranging hospitality as appropriate, dealing with correspondence, relaying accurate messages and dealing with enquiries in a timely and confidential manner.
- To organise meetings for and manage the electronic diaries for members of the Library and Student Support Services Directorate as required. In the first instance these will be: Assistant Director (Planning & Administration, Associate Dean of International Student Experience, Associate Director Library Services & Support, and Associate Director of Library Services (Content & Discovery). This will include administering room bookings, Teams calls and meeting invitations on their behalf, and maintaining meeting schedules to inform forward-planning and management of their workloads.
- To undertake photocopying and scanning of documents in preparation for meetings and in response to other requests.
- To set up and maintain appropriate systems for storage and retrieval of both electronic and paper-based files.
- To purchase stationery, equipment and other sundries, and book travel and accommodation, in line with the University's policies and procedures, as laid down by Financial Regulations. This will involve liaising with the Directorate's Finance Team and may involve liaising with the University's Finance Department.
- To assist with HR administration associated with staff recruitment and appraisal, in accordance with the University's policies and procedures. This may involve liaising with the University's HR Department.

Administrative duties include:

- To maintain an up to date knowledge of the work of the Directorate, including an awareness of its strategic and operational plans, in order to handle enquiries and referrals effectively.
- To liaise with staff within the Directorate and with colleagues across the University on behalf of the Directorate.

- To arrange and service a variety of meetings and committees, including confirming meeting dates, booking rooms, preparing agendas, circulating papers and taking minutes.
- To provide administration for internal and external events, including sourcing and booking venues, ordering catering and ensuring appropriate audio-visual equipment is available, organising speakers and delegates, preparing itineraries, collating and circulating event literature.
- To collate information and documentation, including researching, producing, formatting and proof-reading reports, documentation and presentations as required.
- To assist with the production of communication, presentation and marketing materials in digital and print formats.
- To contribute to and administer projects and services as required.
- To administer mailing lists, file structures and collaboration tools for online information sharing within the Directorate.
- To ensure a tidy and organised work office environment.

**Additional Duties and Responsibilities:**

- To perform such duties consistent with your role as may from time to time be assigned to you anywhere within the University.
- To undertake health and safety duties and responsibilities appropriate to the role.
- To work in accordance with the University's Equal Opportunities Policy and the Staff Charter, promoting equality and diversity in your work.
- To personally contribute towards reducing the university's impact on the environment and support actions associated with the UAL Sustainability Manifesto (2016-2022).
- To undertake continuous personal and professional development, and to support it for any staff you manage through effective use of the University's Planning, Review and Appraisal scheme and staff development opportunities.
- To make full use of all information and communication technologies in adherence to data protection policies to meet the requirements of the role and to promote organisational effectiveness.
- To conduct all financial matters associated with the role in accordance with the University's policies and procedures, as laid down in the Financial Regulations.

**Key Working Relationships:**

- Directorate Leadership Team, including the Director; Dean of Students; Associate Dean of Academic Support; Associate Dean of International Student Experience; Associate Director of Library Services, Content and Discovery; Associate Director of Library Services, Services & Support; Assistant Director, Planning & Administration.
- LSS Professional Services team
- LSS Departmental Managers
- Colleagues within the Colleges and other University Services

**Resources Managed:**

Budgets: None

Staff: None

Other (e.g. accommodation; equipment): None

**Signed:** Catrin Ball, Assistant Director of Library & Student Support Services

**Last Reviewed:** November 2020

Person Specification	
Specialist Knowledge/ Qualifications	<p>Educated to A level or above, or equivalent experience.</p> <p>High standard of written and verbal English language proficiency.</p>
Relevant Experience	<p>Significant PA/administrative experience.</p> <p>Experience of using various software packages and digital tools, including MS Office 365, Word, Powerpoint, Excel, Teams (essential); Sharepoint and Mailchimp (desirable)</p> <p>Experience of using online tools for diary management, financial administration and HR administration</p> <p>Experience or demonstrable interest in working in Higher Education</p>
Communication Skills	Communicates effectively orally, in writing and/or using other visual media
Research, Teaching and Learning	<p>Effectively delivers basic training or briefings to support understanding or learning, in order to contribute to staff induction programmes and other activities</p> <p>Able to undertake desk-based research with limited direction</p>
Professional Practice	Contributes to developing and enhancing professional administrative processes and practices
Planning and Managing Resources	Plans, prioritises and organises work to achieve objectives on time
Teamwork	Works collaboratively in a team and where appropriate across or with different professional groups
Student Experience or Customer Service	Builds and maintains positive relationships with colleagues across the University as well as with students
Creativity, Innovation and Problem Solving	Uses initiative or creativity to resolve problems