



Personal Assistant			
Faculty / Department:	Library and Learning Resources	Grade:	<i>D: £32,006.00 - £35,331.00</i>
New appointees to Birmingham City University will ordinarily be appointed at the entry point of the appropriate grade			
Responsible to:	Director of Library and Learning Resources	Responsible for:	N/A
Job Purpose			
Working as part of an administration team, PAs will provide a professional, high quality, proactive and responsive secretarial and organisational support service to one or more senior staff. There is a requirement to use discretion and sound judgement to ensure correct prioritisation of work demands, identify urgent and sensitive matters and ensure deadlines are met.			

Main Activities and Responsibilities	
1. Provide a high quality secretarial and organisational support service. 2. Effective management of electronic diaries, assessing priority of appointments and reallocation as necessary. 3. Provide support for an extensive range of meetings. This will include scheduling, preparing agendas, pre meeting briefings and meeting papers, noting action points and following them up. 4. Minute taking. 5. Drafting correspondence, memos and reports and preparing presentations. 6. Word processing documents from written copy or audio files. 7. Receiving and dealing with telephone calls professionally, re-directing or taking messages and using initiative to deal with queries 8. Sorting, distributing and responding or drafting responses to incoming mail in a timely and efficient manner. 9. Organising and maintaining effective filing systems 10. Acting as a key liaison point between the senior managers and other key parties, setting up meetings as appropriate and maintaining good communications. 11. Making travel arrangements, booking accommodation and processing claims for expenses. 12. Providing high quality and professional office hospitality. 13. Organising arrangements for events 14. Providing cover for other personal assistants or administrative staff as required. 15. May be required to supervise administrative / clerical / reception staff.	
Person Specification	
Essential Criteria	Application Form / Support Statement / Interview
1. A good standard of education, preferably to degree level. Equivalence may be accepted in lieu of formal qualifications through demonstrating comparable skills.	Application Form / Support Statement



2. Excellent IT skills including advanced knowledge of word processing, spreadsheet and presentation software packages, preferably Microsoft Word, Excel and PowerPoint.	Support Statement / Interview
3. Experience as a personal assistant.	Application Form / Support Statement / Interview
4. Experience of electronic diary management.	Interview
5. Excellent team working skills with the ability to work collaboratively and co-operatively with colleagues.	Interview
6. Ability to organise and plan own work.	Interview
7. Exceptional interpersonal and communication skills including the ability to ensure effective communication with a wide range of contacts both internal and external to the University.	Interview
8. Ability to assimilate large quantities of written and verbal communication quickly and produce accurate, timely minutes.	Application Form / Support Statement / Interview
9. Excellent attention to detail, including proof reading skills, with the ability to maintain a high level of accuracy.	Interview
10. Ability to work under pressure and to tight deadlines.	Interview
11. A flexible, pro-active approach to work including the ability to prioritise and re-prioritise to achieve successful outcomes.	Interview
12. Ability to work on own initiative.	Interview
13. Ability to deal with sensitive information and to maintain confidentiality at all times.	Interview
14. A good understanding of information governance.	Interview
Desirable Criteria	
15. Experience of working in a higher education environment.	Application Form / Support Statement /

- Application Form – assessed against the application form. Normally used to evaluate factual evidence e.g. award of a qualification. Will be assessed as part of the shortlisting process.
- Interview – assessed during the interview process by either competency-based interview questions, tests, work-related exercise, presentation and discussion, or teaching session etc.