

PA to Director of Library Services

1 JOB DESCRIPTION

Faculty / School or Division: Library Services

Faculty/School or Division Address: Augustine's Courtyard, Orchard Lane, Bristol BS1 5DS

Job Family:	Professional & Administrative Services		
Grade:	G	Salary range:	£26,243 - £29,515 per annum
Hours of work:	35 hours per week	Contract type:	Open-ended
Work pattern:	To be agreed	Vacancy Reference Number: SUPP105322	

1.1 Main Job Purpose

To provide high level PA support to the Director and members of Library Services' senior management team.

1.2 Main Statement of Responsibilities

Customer Services & Support

Provide PA assistance to the Director by managing his diary, arranging appointments and meetings in a busy schedule and supporting email management.

Arrange appointments and meetings for other members of the senior management team, including travel and catering arrangements.

Maintain all necessary records in order to meet both internal and external requirements, ensuring that data is secure, accurate and accessible at all times.

Planning & Organising

Manage the workloads and workflows of the post, balancing the peaks and troughs and providing support to other senior managers as and when required.

Draft, seek agreement for and disseminate the schedule of committee meetings and associated activities.

Service relevant committees and meetings, including drafting and communicating agendas and supporting papers, preparing minutes and following up action points.

Liaison

Act as the primary contact for all enquiries to the Director, from within the Department, the University and external partners (including greeting visitors, arranging refreshments etc). Ensure that enquiries are dealt with efficiently and effectively, using initiative and judgement, sensitivity and discretion.

On behalf of the Director, liaise with key individuals such as Finance (Finance Controller, Deputy Finance Controller) and Personnel (Personnel Manager) to advance work, acquire information and action tasks.

Develop and maintain effective working relationships with key contacts in other departments in the University, as well as externally, to support own work activities.

Decision Making

Support the Director and senior management team by managing diaries, expediting or slowing meetings/activities as judged appropriate.

Act upon communications on behalf of the Director, including drafting correspondence and keeping a thorough, detailed, easily accessible record of all dialogue.

Ensure the Director is prepared for meetings, including bringing forward paperwork, chasing outstanding information, and alerting to upcoming deadlines. In the Director's absence, prioritise information for action on return.

Analysis, Reporting and Documentation

Support the Director by researching, collating and preparing information for inclusion in papers, presentations and meetings as required.

Problem Solving

Identify, take initiative and solve problems, seeking advice where appropriate.

Continuous Improvement

Acquire the relevant knowledge required by the post by fostering a positive attitude to staff development and training.

Develop and maintain knowledge of the University's policies, structures and processes as well as any external organisation(s) of regular interest to the Director to support their needs and priorities.

Undertake small projects or activities, as appropriate, to enhance communications, reporting and information sharing within Library Services, and ensure currency and usability of internal communications channels across the Division.

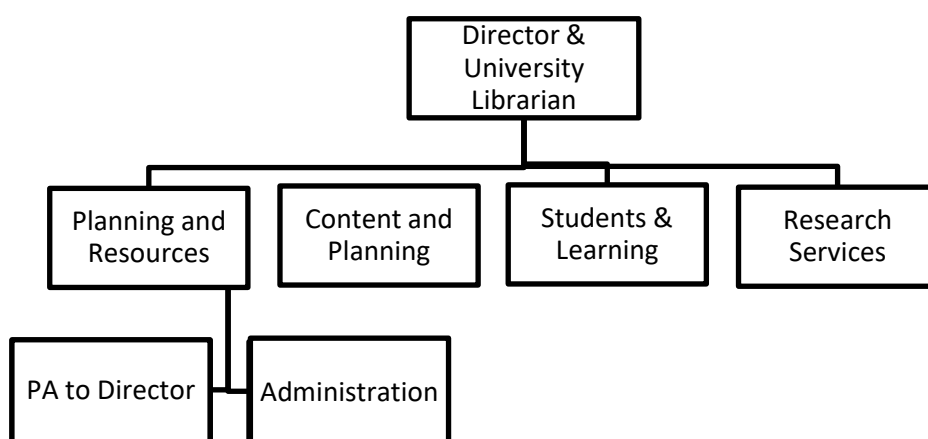
Undertake other duties requested by the Director of Library Services or line manager as appropriate.

1.3 Relationships

Line manager: Planning and Resources Manager

Line manager to (where appropriate): Not applicable

1.4 Organisation Charts



1.5 Job Hazards/Safety Critical Duties (Pre-employment health screening)

NOT APPLICABLE

2 PERSON SPECIFICATION

2.1 Relevant Experience, Skills and Knowledge

Essential

- Considerable experience in a relevant role, including experience of diary management.
- Excellent working knowledge of Microsoft Office 365 suite of applications; knowledge of file sharing and electronic diary systems.
- Ability to manage information electronically through databases and spreadsheets; good level of numeracy.
- Excellent planning and organising skills, with proven ability to manage own workload and to multitask.
- Ability to work in a busy environment and to consistently produce accurate work to deadlines.
- Ability to work with confidence and initiative towards defined goals, to analyse and to problem-solve.
- Demonstrable ability to be responsive and flexible in meeting the dynamic needs of the senior managers whom supporting.

Desirable

- Experience of university administration.
- Experience within a library or information environment.

2.2 Relevant Qualifications

Essential

- Vocational qualifications (eg. HNC, NVQ 3, 4) or equivalent OR substantial on-the-job training and experience in a relevant role.

2.3 Communication and Interpersonal Skills

Essential

- Excellent interpersonal and communication skills.
- Proven ability to deal with a wide range of people and to form and maintain effective and productive working relationships.

2.4 Additional Criteria

Essential

- Strong customer care orientation and commitment to service quality.
- Ability to maintain professionalism, confidentiality, tact and discretion.
- Maturity of approach and evidence of level-headedness under pressure.
- A positive attitude to training and development.
- Willingness to engage with change and respond flexibly to the needs of the service.