

CANDIDATE BRIEF

Personal Assistant, NIHR Director of Stakeholder Engagement and Communications



Salary: Grade 5 (£22,659 – £26,243 p.a) plus London Weighting

Reference: MHNCC1176

Closing date: 8 September 2019

Fixed-term until 31 March 2022

London based

Personal Assistant to the NIHR Director of Stakeholder Engagement and Communications

The NIHR Clinical Research Network is a key element of the National Institute for Health Research, which is funded through the Department of Health and Social Care to improve the health and wealth of the nation through research. The NIHR is a large, multi-faceted and nationally distributed organisation. Together, NIHR people, facilities and systems represent the most integrated clinical research system in the world, driving research from bench to bedside for the benefit of patients and the economy.

Since its establishment, the NIHR has transformed research in the NHS and social care. It has increased the volume of applied health and care research for the benefit of patients and the public, driven faster translation of basic science discoveries into tangible benefits for patients and the economy, and developed and supported the people who conduct and contribute to applied health research.

Further information on the National Institute for Health Research can be found at: www.nihr.ac.uk

Are you self-motivated, with excellent organisational, interpersonal and communication skills and the ability to provide high level PA support? Are you keen to work in a fast paced, dynamic and innovative environment?

As an experienced Personal Assistant, you will deliver a comprehensive PA service to your Director, able to work with a wide range of stakeholders at all levels, forming effective working relationships.

You will have significant experience of working in a Personal Assistant role supporting a Director. You will have excellent organisational, communication and interpersonal skills with extensive experience of coordinating and managing varying and complex schedules.

What does the role entail?

As Personal Assistant to the NIHR Director of Communications, your main duties will include:

- Acting as first point of contact, providing an effective interface between the Director and their internal/external contacts and dealing with enquires on their behalf;
- Overseeing the Director's weekly schedule, including maintaining diary commitments using electronic diary and email (Google), arranging meetings, clarifying arrangements, collecting and collating all supporting paperwork, making travel arrangements for both national and international travel, and processing claims for travel expenses (keeping accurate records);



- Organising a broad range of meetings and events, both regular and ad hoc, often involving several individuals/ groups based throughout the country;
- Supporting meetings and events as required, including compiling agendas, preparing papers, minute taking and distribution and following up action points (this may require travel to and attendance at meetings across the UK);
- Receiving and dealing with incoming telephone calls in a polite and professional manner, using initiative to deal with queries on behalf of the Director wherever possible and, otherwise, re-directing or taking messages according to office procedure;
- Ensuring the Director is fully briefed for meetings, providing briefing notes, summaries and action checklists as appropriate;
- Sorting, distributing and handling incoming correspondence (including emails) in a timely and efficient manner, and preparing responses where appropriate on behalf of the Director;
- Solving problems that range from day to day issues that require no referral to complex problems which need urgent attention and referral to the relevant person;
- Preparing slides and presentations using PowerPoint;
- Undertaking appropriate research;
- Preparing reports, papers and complex responses to letters for/ on behalf of the Director;
- Ensuring that work is coordinated and is delivered alongside the direction and objectives of the Business Support Team as a whole;
- Proactively inputting into Business Support Team meetings to share information specific to own work area with the wider Business Support Team.

These duties provide a framework for the role and should not be regarded as a definitive list. Other reasonable duties may be required consistent with the grade of the post.

What will you bring to the role?

As Personal Assistant to the NIHR Director of Communications you will have:

- Evidence of significant PA experience supporting a Director or equivalent within a demanding office environment;
- Extensive experience of Microsoft Office packages and Google Diary Management, co-ordinating and managing varying and complex schedules of appointments and meetings;
- Excellent organisational and time management skills with the skills to deliver work to deadlines and manage several projects simultaneously;
- Excellent communication and interpersonal skills with evidence of being able to work with a wide range of stakeholders at all levels, forming effective working relationships;
- A proven ability to work with a high level of integrity, discretion and confidentiality;



- A proven ability to work effectively under pressure and to handle problems efficiently and professionally;
- Confidence in making decisions when dealing with competing priorities;
- A proven track record in servicing groups and committees, including organising meetings, drafting text, producing minutes and following up action points;
- Evidence of the ability to exercise considerable independence and judgement in the arrangement of work across a complex organisational structure, albeit within laid down policy and procedures;
- Strong evidence of the ability to work without direct supervision and to use own initiative;
- Experience of setting up effective administration systems to support the collection, collation, storage and retrieval of information;
- A willingness to develop within the role, pro-actively identifying appropriate personal development and training courses;
- Attention to detail and high standards of accuracy, including the ability to proof-read copy and ensure high quality design layout;
- Good general education (with GCSE English Language or equivalent at Grade C or above);
- Competent keyboard skills to a minimum of RSA II in word processing (or equivalent).

You may also have:

- Experience of/or knowledge of University and/or NHS procedures;
- Experience of working in an agency or in-house communications team;
- Experience of working with websites, Intranet sites and/or social media.

How to apply

You can apply for this role online; more guidance can be found on our [How to Apply](#) information page. Applications should be submitted by **23.59** (UK time) on the advertised closing date

Contact information

To explore the post further or for any queries you may have, please contact:

Susan Haley, Executive Assistant

Tel: +44 (0)113 343 0437

Email: sue.haley@nih.ac.uk



Additional information

Find out more about the [Faculty of Medicine and Health](#)

Find out more about [NIHR Clinical Research Network](#)

Find out more about [Athena Swan the Faculty of Medicine and Health](#)

Working at Leeds

Find out more about the benefits of working at the University and what it's like to live and work in the Leeds area on our [Working at Leeds](#) information page.

Candidates with disabilities

Information for candidates with disabilities, impairments or health conditions, including requesting alternative formats, can be found on our [Accessibility](#) information page or by getting in touch with us at disclosure@leeds.ac.uk.

Criminal record information

A criminal record check is not required for this position. However, all applicants will be required to declare if they have any 'unspent' criminal offences, including those pending.

You can find out more about required checks and declarations in our [Criminal Records](#) information page.

