



UNIVERSITY OF LEEDS

CANDIDATE BRIEF

**Personal Assistant to Head of School and Management Support Officer,
School of Languages, Cultures and Societies - Faculty of Arts,
Humanities and Cultures**



Salary: Grade 5 (£27,644 - £31,637 p.a. depending on experience)

Reporting to: Deputy School Manager. School of Languages Cultures & Societies

Reference: AHCLC1231

Location: Main University Campus (with scope for hybrid working)

We are open to discussing flexible working arrangements.

1 FTE, 35 hours per week, ongoing contract

Personal Assistant to Head of School and Management Support Officer, School of Languages, Cultures and Societies

Are you enthusiastic, highly organised and versatile, with a strong problem-solving approach? Are you motivated to support excellent operational efficiency in the Faculty of Arts, Humanities & Cultures which is part of a highly rated Russell Group university? Do you want to be part of a dynamic professional service that partners with different teams, working towards unified processes?

Overview of the Role

As Personal Assistant (PA) to the Head of School (HoS) and Management Support Officer in the Faculty of Arts, Humanities & Cultures, based in The School of Languages, Cultures and Societies (LCS), you will work closely with the HoS, Deputy School Manager and School MASS team, with a focus on ensuring operational effectiveness, informed by the School and Faculty strategy, and the University strategy and KPIs. You will be part of the School and Faculty MASS (Management Administration Support Service) team as well as a wider Operations team in the University, seeking to continually improve and develop approaches to management support across this large and diverse organisation. You will be joining a warm, welcoming team of like-minded colleagues who are committed to learning, developing and growing as a service. This in turn brings the opportunity to contribute towards Faculty strategic initiatives.

This exciting, diverse role will give you the opportunity to provide proactive & comprehensive PA support to the Head of School and wider leadership team as required. You will also have opportunities to contribute to other areas of the service which may include the school workload model, facilities, payroll, communications, Health and Safety, ensuring management support processes are aligned with Faculty and School strategic objectives. You will play a key role in ensuring effective partnership working with the Professional Services teams, including HR, Purchasing, and Facilities, amongst others, ensuring that processes are carried out effectively.

With experience of providing high level PA support, you will have the ability to develop and maintain effective working relationships with colleagues at all levels. You will have the ability to handle problems efficiently and professionally, using your initiative to find solutions.



In addition, you will have the ability to communicate effectively and work flexibly as part of a team, with strong organisation and prioritisation skills. You will have strong IT skills and experience dealing with confidential information.

Main duties and responsibilities

As a Personal Assistant to Head of School and Management Support Officer, your main duties will include:

- Providing a proactive and comprehensive PA service to the Head of School including effectively managing and maintaining complex electronic diaries, supporting the Head of School's involvement with internal and external activities like projects with external partners or high level University working groups
- Proactively responding to enquiries, taking appropriate action and using discretion and judgement to deal with urgent matters within the Head of School's and PA inbox
- Proactively planning, organising and providing high level administrative support to School committee meetings, school events and all staff Away Days including planning; supporting the Chairs with agenda setting, ensuring all documentation is compiled and distributed to members in a timely way; taking minutes and tracking progress of actions
- Providing a high level of customer service including support, guidance and advice to staff in the School and external partners on operational matters, in accordance with University policy
- Ensuring travel arrangements, booking accommodation and processing claims for expenses for the Head of School is in line with the University's policies
- Providing efficient and effective administrative support to a range of operational functions in the School in accordance with University policies and procedures, which may include, but are not limited to, the school workload model, facilities, payroll, communications and Health and Safety.
- Working collaboratively with the School MASS team, and other Faculty MASS colleagues, to support delivery of research and education, to ensure operations align with the wider objectives of the service and the needs of the School as a whole, providing cover where required
- Providing support to School and Faculty operational projects on themes such as such as school Sharepoint sites; process mapping; and designing annual calendars, sharing best practice across the team and service



- Supporting the School's implementation of the University's continuous improvement framework, by proactively reviewing processes in order to maximise efficiency and move towards consistency
- Contributing to a culture of dynamic and meaningful partnership, working across operational functions and academic communities in the School and Faculty, to achieve operational efficiency as required

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.

Qualifications and skills

Essential

- Experience of providing high level PA support including diary management and servicing meetings, including agenda setting and minute taking, in a large and complex organisation
- Excellent organisational and prioritisation skills in order to manage simultaneous priorities and meet deadlines
- Proven ability to work flexibly as part of a team and to work independently
- Excellent interpersonal skills, including the ability to maintain strong working relationships with both internal and external stakeholders at all levels'
- A proven ability to handle problems efficiently and professionally, using your initiative to find solutions and to respond to unexpected demands and priorities
- Excellent verbal and written communication with the ability to communicate concisely and to a high level of accuracy
- Strong IT skills, with a sound knowledge of Microsoft suite packages, including Microsoft Teams, Outlook, Excel, SharePoint, Word etc
- Ability to deal with confidential and sensitive information, in line with GDPR requirements

Desirable

- Experience of working in the Higher Education sector
- Experience of interpreting and processing data



- Experience of organising events

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:
Leah Patel, Deputy School Manager, School of Languages, Cultures and Societies
Email: L.J.Patel@leeds.ac.uk

Additional information

Working at Leeds

We are a campus-based community and regular interaction with campus is an expectation of all roles in line with academic and service needs and the requirements of the role. We are also open to discussing flexible working arrangements. To find out more about the benefits of working at the University and what it is like to live and work in the Leeds area visit our [Working at Leeds](#) information page.

Our University

As an international research-intensive university, we welcome students and staff from all walks of life. We foster an inclusive environment where all can flourish and prosper, and we are proud of our strong commitment to student education. Within the School of History we are dedicated to diversifying our community and we welcome the unique contributions that individuals can bring, and particularly encourage applications from, but not limited to Black, Asian, people who belong to a minority ethnic community; people who identify as LGBT+; and disabled people. Candidates will always be selected based on merit and ability.



Information for disabled candidates

Information for disabled candidates, impairments or health conditions, including requesting alternative formats, can be found under the 'Accessibility' heading on our [How to Apply](#) information page or by getting in touch by emailing HR via hr@leeds.ac.uk

Criminal record information

Rehabilitation of Offenders Act 1974

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.

Any offer of appointment will be in accordance with our Criminal Records policy. You can find out more about required checks and declarations in our [Criminal Records](#) information page.

Salary Requirements of the Skilled Worker Visa Route

Please note that due to Home Office visa requirements, this role is not suitable for first-time Skilled Worker visa applicants. Information on other visa options is available at: <https://www.gov.uk/browse/visas-immigration/work-visas>.

