Job Title: PA to Bursar and Operations and Estates Director

Post holder:

Reporting To:

Main Purpose of Role/Overview:

The PA provides an effective executive service for the Bursar and Operations and Estates Director managing diaries, schedules and meetings including planning and follow up activity. The PA will manage communications including screening, prioritising and responding to incoming calls, mail, email and visitors. The PA will provide supporting information and materials for appointments as appropriate.

Duties include: providing administrative support to the Bursar and Operations and Estates Director; acting as the first point of contact for the team; organising meetings, taking minutes and following up agreed actions; preparing, proofreading and amending documents; maintaining records and databases. The role holder will experience changes in priorities through the academic year so they must be well organised, flexible and able to handle new situations as they arise.

This is an important post, affording the postholder a mix of autonomy and collaborative working as well as supporting crucial functions at the College.

Main Responsibilities & Duties:

1. Plan and proactively manage the Bursar’s and Operations and Estates Director’s diaries, work schedule and commitments including arranging appointments and organising meetings.

2. Respond to email and phone enquiries, screen and prioritise, and redirect as appropriate. Send out notices, reminders and correspondence as required.

Standards of Performance/Results:

1. Accurate and timely diary management, anticipating diary pressures and acting accordingly to ensure smooth and effective running of the diary.

2. Respond to enquiries in a prompt and timely manner.
3. Attend and support internal working group/committee meetings as required: set up dates, prepare agendas, take minutes, circulate action lists, identify follow-up actions and 'owners'; follow-up progress.

4. Receive and welcome visitors on behalf of the Bursar and Operations and Estates Director, including occasionally making tea or coffee. Provide hospitality for visitors including the setting and clearing of meetings and arrange catering. Ensure IT/AV equipment is in place, as required.

5. Provide comprehensive administrative support, acting as primary point of contact, developing good working relationships with key individuals both internal and external.

6. Liaise effectively with other teams across the College to help ensure effective and seamless services to students, staff, Fellows and external colleagues.

7. Manage small-scale administration projects from time to time to achieve greater efficiency in the team including identifying key tasks and timeframes to enable completion of projects in a timely manner. Co-ordinate activity within the team and keep line managers up-to-date on progress of the project.

8. Manage the process and collation of all PDR’s across the team.


10. Support the College as a whole by attending College functions, treating colleagues and staff with professional courtesy and maintaining confidentiality.

The above is not an exhaustive list of duties. The post-holder may be asked to take on different tasks as required and all employees are expected to work collaboratively to support the overall work of the College.

3. Accurate minutes drafted within 1 week of meeting and all follow up actions identified and chased as necessary.

4. Visitors welcomed in a professional and friendly manner. Ensure meetings run smoothly.

5. In a timely, professional and organised manner. Be fully informed of the College’s Operational and Strategic Plans and meetings and events so as to assist in achieving the strategic vision of the College.

6. Overall satisfaction with the services provided by the College is consistently high. Other teams in the College enjoy working with the Team and rate its contribution to their own effectiveness highly.

7. There is a culture of continuous improvement across the departments.

8. All PDR’s completed on time.


10. Ensuring College meets requirements as and when requested.
<table>
<thead>
<tr>
<th>Scope/size of role (budgets, people, etc):</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Significant internal/external relationships:</strong></td>
</tr>
<tr>
<td>President, Vice-President, Senior Tutor, Development Director, Registrar, HR, Finance Team, Communications &amp; Marketing, all staff, Fellows, University contacts, Committee members, Investment Managers, Auditors, Contractors, external contacts and VIPs, external advisers</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Date prepared:</th>
<th>Agreed by Manager:</th>
</tr>
</thead>
<tbody>
<tr>
<td>By whom:</td>
<td>Agreed by post holder:</td>
</tr>
</tbody>
</table>