# Job description and selection criteria

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| Job title | Personal Assistant |
| Division |  |
| Grade and salary | Grade 5 |

## Job description

### Overview of the role

To deal with a wide range of matters, sometimes of a highly confidential nature, on behalf of the [insert job title]. The post-holder will be the point of contact for internal and external visitors for the [insert job title].

### Responsibilities/duties

* Manage the diary of the [insert job title], using initiative to make considered judgements when juggling the demands placed on the schedule
* Allocate *ad hoc* tasks to administrative staff and organise temporary cover for the administration office as required
* Act as the first point of contact for visitors. Dealing effectively with postal correspondence, telephone calls, emails and faxes, diverting such correspondence to other staff where appropriate
* Replying to a range of issues on behalf of the [insert job title], or researching and preparing information/drafting replies;
* Organise efficiently the arrangements for meetings, including arranging appropriate catering for meetings held in the office and other venues as appropriate
* Make complex travel arrangements for UK and international travel, including making arrangements for visas where necessary
* Prepare and circulate papers, agendas, minutes and draft briefing notes as appropriate
* Provide full administrative support on financial matters: for example, the management of travel, subsistence and other expenses and allowances, invoices for subscriptions
* Maintain, and improve as appropriate, record-keeping and filing systems
* Develop successful working relationships with academic and support staff colleagues across the department and in the wider University

## Selection criteria

### Essential

* Experience of diary management, including making complex travel arrangements
* The ability to draft correspondence and to produce well-presented reports
* Proficient in audio/touch typing
* Excellent computer skills including: email, Word, Excel and the internet
* A high standard of numeracy; the ability to manage finances
* Experience of working on confidential matters; tact and discretion
* The ability to manage and prioritise a varied and busy workload and work to deadlines
* Attention to detail and high level of accuracy

**Desirable**

* Experience of using financial information systems (e.g. Oracle Financials)
* Experience of events organisation