# **PA to Heads of Departments**

**About the role**

To provide a confidential personal assistant/secretarial service to two of the Business Schools’ departments and ensure that tasks within the portfolio are completed professionally and to deadlines. To provide more general secretarial support to other academics/colleagues within those departments as agreed in order to support the smooth running and proactive management of the Department.

To provide first class customer service to members of the Faculty, Business School and Departments by understanding their needs and by matching solutions to their requirements.

**Key responsibilities**

* Provides PA support to two Heads of Department within the Business School.
* Diary and inbox management, including liaison with pan University colleagues and coordination of arrangements for meetings, seminars and conferences. Ensuring colleagues are prepared for events, appropriate papers are prepared and circulated, notes of meetings are taken and disseminated promptly, venues are booked, and IT support and catering are organised.
* Provide secretarial and administrative support to other academics and team members. This includes, for example, conference registration, making travel and accommodation arrangements using the University’s systems, arranging meetings and distributing papers in advance, operating a bring forward system, photocopying and maintaining electronic diaries.
* Maintain a Departmental record management system in line with the University’s data protection policy.
* Support with staff management of Department members, including leave records, absence reporting, induction programmes, CDSAs, workload planning, AWM recording. Responsible for administering any Departmental budgets i.e. monitoring expenditure against budgets; providing information on expenditure patterns to assist with financial planning and forecasts.
* Organise the Departmental meeting timetable and provide secretarial support to meetings, including taking minutes/action notes.
* Manage the security and use of the University’s credit card and coordinates procurement through the OU systems.
* Act as point of contact for enquiries and visitors; deal with telephone/email enquiries relating to Department activities: answer queries, progress follow-ups and chase responses as appropriate/requested.
* Assist with the administration of seminars and conferences being organised by Department members or Research Teams.
* Participate as an active member of the Faculty PA/Secretarial support team.
* Work across Departments to provide cover for absences of other PAs/Secretaries.
* Undertake additional duties where required, as directed by the Line Manager, including providing secretarial support to ad hoc projects and Faculty Conferences.

**Skills and experience**

**Essential:**

* Evidence of successful secretarial and/or administrative work experience, including minute taking.
* Excellent IT skills to include high level of competency in word-processing, Excel, PowerPoint, electronic diaries, spreadsheets, databases, the internet and Outlook.
* Experience of planning and organising several small projects, prioritising and scheduling tasks to cope with conflicting demands and deadlines, paying attention to detail and managing records effectively.
* Understanding of the principles of data protection and how to manage confidential records.
* Knowledge of, and commitment to, principles of improving diversity and equal opportunities within the work environment.
* Excellent organisational skills with the ability to work independently, planning and prioritising your own work and supporting senior managers to prioritise their workload and diary.
* The ability to work well as part of a team, with excellent communication skills, both verbal and written with people across all levels of the University.
* The ability to solve problems, using information from a variety of sources to aid analysis and make timely decisions whilst remaining calm under pressure.

**Desirable:**

* NVQ Level 2 Administration or equivalent.
* Working knowledge of The Open University and its objectives.

The Open University is committed to equality, diversity and inclusion which is reflected in our mission to be open to people, places, methods and ideas. We aim to foster a diverse and inclusive environment so that all in our OU community can reach their potential.  We recognise that different people bring different perspectives, ideas, knowledge, and culture, and that this difference brings great strength.  We strive to recruit, retain and develop the careers of a diverse pool of students and staff, and particularly encourage applications from all underrepresented groups. We also aspire to make The Open University a supportive workplace for all through our policies, services and staff networks*.*

