

# Job Description and Person Specification

Last updated: 05<sup>th</sup> September 2023

## JOB DESCRIPTION

|                        |   |        |    |
|------------------------|---|--------|----|
| Post title:            | <b>PA/Administrator</b>   |        |    |
| Academic Unit/Service: | School of Healthcare Enterprise and Innovation, University of Southampton – NIHR Evaluations, Trials and Studies Coordinating Centre (NETSCC) |        |    |
| Faculty:               | Faculty of Medicine   |        |    |
| Career Pathway:        | Management, Specialist and Administrative (MSA)   | Level: | 2b |
| *ERE category:         | n/a   |        |    |
| Posts responsible to:  | MSA5 or MSA6 (depending on team)  |        |    |
| Posts responsible for: | None  |        |    |
| Post base:             | Office-based- Hybrid Working Options Available  |        |    |

### Job purpose

To provide comprehensive, effective and efficient PA/administrative support to members of the senior leadership group and their teams.

| Key accountabilities/primary responsibilities  | % Time |
|--|--------|
| 1. Organise meetings and maintain diaries using the electronic diary system. This will involve working proactively and using initiative to adapt and refine support service working practices. To arrange meetings, workshops and seminars, including accommodation and travel arrangements, and ensuring equipment and refreshments are available as well as attending to details such as room layout and special requirements. | 50 %   |
| 2. Receive and handle telephone calls, emails and enquiries including some from directorate staff, and correspondence, dealing with these or ensuring that they are dealt with by an appropriate colleague and progressing any outstanding items.  | 30 %   |

|    |  |           |
|----|--|-----------|
| 3. | Assist in preparing agendas, minutes and reports, including some notetaking and audio typing.  | Up to 20% |
| 4. | Contribute to the general enquires to the Executive Support team, such as room bookings, supporting team members when required, and to provide cover for other members of the team during absences, including reception. |           |
| 5. | Any other duties as allocated by the line manager following consultation with the post holder.   |           |

#### Internal and external relationships

Internal working relationships and effective communications with colleagues in the School of Healthcare Enterprise and Innovation, NETS Programmes and the University of Southampton.

External working relationships and effective communications with appropriate persons in the Department of Health, the NHS, other Universities, other authorities, organisations, groups, stakeholders and individuals connected with the projects commissioned by the School of Healthcare Enterprise and Innovation or NETS Programmes.

You will be required to effectively communicate in spoken, written and electronic formats, internally and external to the organisation with people at all levels.

#### Special Requirements

The flexibility to meet an occasional planned need to attend external events, such as Panels or Committees, which may extend beyond standard office hours.

## PERSON SPECIFICATION

| Criteria                                 | Essential   | Desirable  | How to be assessed        |
|--|---|--|---------------------------|
| Qualifications, knowledge and experience | <p>Skill level equivalent to achievement of NVQ2, GCSE or City and Guilds.</p> <p>Previous work experience within an administrative and PA support role.</p> <p>Able to demonstrate a sufficient knowledge of work systems, equipment processes and standard IT packages.</p> <p>Able to demonstrate a good knowledge of the role and its context.</p> <p>Ability to produce clear, accurate and concise written documentation.</p> <p>Experience of analysing data and presenting summary information clearly.</p> | RSA II word-processing, or equivalent level of skill or qualification. | Application and interview |
| Planning and organising                  | <p>Able to effectively organise allocated work activities and assist in the effective organisation of nonstandard tasks and events.</p> <p>Ability to work well with minimum supervision.</p>   |  | Application and interview |
| Problem solving and initiative           | <p>Able to independently solve a range of problems by responding to varying circumstances, whilst working within standard procedures.</p>   |  | Application and interview |
| Management and teamwork                  | <p>Able to contribute to team efficiency through sharing information and constructively supporting others.</p> <p>Able to ensure any staff managed or supervised are focuses on allocated tasks and aware of service standards.</p> <p>Ability to effectively allocate work and check the work of others ensuring required service standards and deadlines are met.</p> <p>Ability to adapt well to change and service improvements.</p>  |  | Application and interview |
| Communicating and influencing            | <p>Able to seek and clarify detail.</p> <p>Experience of providing advice on administrative procedures to colleagues and external customers.</p> <p>Able to demonstrate own duties to other colleagues as required.</p>   |  | Application and interview |
| Other skills and behaviours              | <p>Able to work effectively with very senior people.</p> <p>Flexible and pro-active approach.</p> <p>Attention to detail.</p>   |  | Application and interview |

|                      |   |  |  |
|----------------------|---|--|--|
| Special requirements | Willingness to learn new skills and engage in staff development and   |  |  |
| WI Values            | formal training.<br><br>Demonstrate the ability to meet and behave in accordance with the WI values: Collaboration, Delivery, Knowledge and Excellence. |  |  |

## JOB HAZARD ANALYSIS

### Is this an office-based post?

|   |  |
|---|--|
| <input checked="" type="checkbox"/> Yes | If this post is an office-based job with routine office hazards (eg: use of VDU), no further information needs to be supplied. Do not complete the section below.  |
| <input type="checkbox"/> No             | If this post is not office-based or has some hazards other than routine office (eg: more than use of VDU) please complete the analysis below.<br>Hiring managers are asked to complete this section as accurately as possible to ensure the safety of the post-holder. |

## - HR will send a full PEHQ to all applicants for this position. Please note, if full health clearance is required for a role, this will apply to all individuals, including existing members of staff.

| ENVIRONMENTAL EXPOSURES  | Occasionally<br>(<30% of time) | Frequently<br>(30-60% of time) | Constantly<br>(> 60% of time) |
|--|--------------------------------|--------------------------------|-------------------------------|
| Outside work   |                                |                                |                               |
| Extremes of temperature (eg: fridge/ furnace)  |                                |                                |                               |
| ## Potential for exposure to body fluids   |                                |                                |                               |
| ## Noise (greater than 80 dba - 8 hrs twa)   |                                |                                |                               |
| ## Exposure to hazardous substances (eg: solvents, liquids, dust, fumes, biohazards). Specify below: |                                |                                |                               |
| Frequent hand washing  |                                |                                |                               |
| Ionising radiation   |                                |                                |                               |
| <b>EQUIPMENT/TOOLS/MACHINES USED</b>   |                                |                                |                               |
| ## Food handling   |                                |                                |                               |
| ## Driving university vehicles(eg: car/van/LGV/PCV)  |                                |                                |                               |
| ## Use of latex gloves (prohibited unless specific clinical necessity)                               |                                |                                |                               |
| ## Vibrating tools (eg: strimmers, hammer drill, lawnmowers)   |                                |                                |                               |
| <b>PHYSICAL ABILITIES</b>  |                                |                                |                               |
| Load manual handling   |                                |                                |                               |
| Repetitive crouching/kneeling/stooping   |                                |                                |                               |
| Repetitive pulling/pushing   |                                |                                |                               |
| Repetitive lifting   |                                |                                |                               |
| Standing for prolonged periods   |                                |                                |                               |
| Repetitive climbing (ie: steps, stools, ladders, stairs)   |                                |                                |                               |
| Fine motor grips (eg: pipetting)   |                                |                                |                               |
| Gross motor grips  |                                |                                |                               |
| Repetitive reaching below shoulder height  |                                |                                |                               |
| Repetitive reaching at shoulder height   |                                |                                |                               |

|   |  |  |  |
|---|--|--|--|
| Repetitive reaching above shoulder height |  |  |  |
| <b>PSYCHOSOCIAL ISSUES</b>                |  |  |  |
| Face to face contact with public          |  |  |  |
| Lone working                              |  |  |  |
| ## Shift work/night work/on call duties   |  |  |  |