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**Job Description – Personal Assistant to Curriculum Directors**

**JOB TITLE**

Personal Assistant to Curriculum Directors

**ACCOUNTABLE TO:**

Central Admin Manager (Executive & Cross College Admin)

**ABOUT THE COLLEGE**

Lakes College is a technical vocational Further Education College delivering education and training to full-time and part-time learners and apprentices to degree level. We have a vibrant campus in West Cumbria with state-of-the-art vocational workshops and resources, including the National College for Nuclear Northern Hub.

Our mission and purpose are to:

‘*Enable people to recognise and develop their potential’*.

We are a people business, and our mission applies as equally to our staff team as to our learners and employers’. We are a Good college and have ambition to be Outstanding by together developing our culture, standards and expectations. We encourage innovation, collaboration and reflection to lead to new ideas and methods. We gather, evaluate and use data to drive operational improvement.

**ABOUT THE ROLE**

* To provide effective administrative support to all curriculum Directors
* To work in a support role to curriculum Directors
* Contribute to Curriculum and College wide projects that enhance the student experience

**KEY RESPONSIBILITIES AND ACCOUNTABILITIES:**

The post holder will be expected:

* To undertake the duties as detailed below ensuring that there is continuity on all aspects of the job, and cover is always provided.
* To personally provide an efficient and effective personal assistance and administrative support to members of the college executive.
* To work with the Central Admin Manager & SV Lead on ad hoc projects and events
* To carry out secretarial and personal assistant duties for the Curriculum Directors including dealing with incoming mail, responding to and delegating post appropriately, typing correspondence, reports, presentations, screening mail and calls, dealing with telephone enquiries, taking messages, diary management (underline deadlines), arranging internal and external meetings, taking minutes and undertaking photocopying, ensuring efficient and effective support to the Executive team
* To manage diaries for the Curriculum Directors and also rooms within the Executive area, ensuring that there are no double bookings. Where clashes are identified please ensure they are dealt with as a matter of urgency.
* To make all necessary arrangements for a variety of internal meetings, taking and typing the minutes, ensuring that high standards of accuracy and efficiency are maintained, ensuring that the relevant documentation/files are available for meetings and that subsequent action from meetings are followed up appropriately.
* To be responsible for organising and co-ordinating the corporate hospitality needs for ensuring that all requests for hospitality are dealt with accordingly.
* To maintain information for members of the executive team to ensure quick and easy retrieval of accurate and up to date information.
* In your role as PA to Curriculum Directors we need to be confident that we can trust you with highly confidential information which must be treated with strictest confidentially. This means that information about the individuals or information you are shown in your role should only be shared on a need-to-know basis and should usually not be disclosed outside of the Executive team/Office without consent.
* You will be required, on occasions, to work outside of normal office hours, to support both internal and external events, this will be agreed by your Line Manager. Sufficient advance notice and Time in Lieu of Notice (TOIL) will be given.
* Demonstrate the highest standards of professionalism, providing outstanding support to all customers both internal and external.
* Act as central college contact for Curriculum Directors and the wider college leadership team, developed through outstanding relationships.
* Accurately update College systems, working in line with College policies.
* Engage in a positive team ethic, working flexibly when required.
* Participate in continuous review of team processes and procedures and contribute to the development of these in collaboration with Line Manager & Senior PA
* Make delegated decisions on behalf of and where necessary in negotiation with the Curriculum Directors
* Contribute to supporting the management of student behaviour in college.
* Maintain confidentiality at all times with specific regard to matters relating to college, staff and students.
* Work within Data Protection Guidelines and Quality Assurance standards.
* Take a positive approach to personal staff development, identifying appropriate training and development opportunities to enhance individual skills and knowledge and undertake any relevant training identified by the Corporation as necessary and important for the role.
* Undertake any other duties commensurate with the grading of the post, as may be required.
* Engage with and respect the aims and values of the College and promote these to internal and external stakeholders.
* The post holder is not a budget holder under the College's accounting systems. However, the post holder will be required to observe and comply with the financial regulations of the College at all times.

The post holder will normally be based at the Lakes College, Lillyhall site but may be required to work elsewhere in order to carry out the duties of the post. The postholder will be expected to work flexibly and this includes working alternative and/or additional hours depending on the needs of the business.

**GENERIC COLLEGE ACCOUNTABILITIES**

* To operate within the college’s safeguarding children and vulnerable adult’s policy to promote and safeguard the welfare of college’s learners who are under the age of 18, and of vulnerable adults to meet the college’s moral and legal responsibilities.
* To work as a member of the team, both within the section and as part of the service as a whole, to promote a team culture and environment and contribute towards the team development and assist others as necessary during periods of peak demand.
* To contribute to the quality system of the section to ensure the delivery of a high quality service.
* To participate in the college’s performance management scheme, in order to ensure personal development needs are identified to allow maximisation of a high level of performance.
* To operate and monitor college Health and Safety Policy, in order to ensure a safe and healthy learning and working environment.
* To proactively create, communicate, implement and support the college’s Sustainability Development Strategy to ensure college targets are achieved.
* To operate and support college’s Equal Opportunities Policy, in order to ensure adherence throughout the college.
* To contribute to the smooth running of the college by undertaking other administrative duties as required to support the management of the college.
* To participate in the promotional and marketing activities of the college and ensure a professional and favourable image is portrayed at all times to enhance the college’s reputation and assist in ensuring its future success.

Note: This Job Description is an outline of the Principal Accountabilities for the post but is not part of the Contract of Employment.

**Person Specification –**

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|  | **Essential** | **Desirable** | **Assessment Method** |
| Qualifications |  |  |  |
| 5 GCSEs grade A-C grade or equivalent. | **✓** |  | AF / CERT |
| Business Admin or PA qualification or work experience in a relevant role | **✓** |  | AF / CERT |
| Experience |  |  |  |
| Experience of working with multiple internal and external stakeholder groups. | **✓** |  | AF / IV / AT |
| Minimum 2 years PA experience | **✓** |  | AF / IV / AT |
| Intermediate to advanced skills in Microsoft Office. | **✓** |  | AF / IV / AT |
| Experience of working in an education environment. |  | **✓** | AF / IV / AT |
| Teamwork & Personal Credibility |  |  |  |
| Work collaboratively and for the good of all | **✓** |  | AF / AT / IV |
| Welcome suggestions for improving standards and offer suggest improvements | **✓** |  | AF / AT / IV |
| Act as a team player | **✓** |  | AF / AT / IV |
| Accept responsibility for personal activities within agreed parameters | **✓** |  | AF / AT / IV |
| Display a high standard of personal integrity | **✓** |  | AF / AT / IV |
| Demonstrate a good understanding of and positive commitment to organisational objectives | **✓** |  | AF / AT / IV |
| Communication |  |  |  |
| Strong interpersonal and communication skills with the ability to present analysis in an understandable and concise manner | **✓** |  | AT/ IV |
| Analytical & Decision Making Skills |  |  |  |
| Uses logic, analysis, experience and models to solve problems | **✓** |  | AT / IV |
| Organised and attentive to detail | **✓** |  | AT / IV |
| Examines options to find solutions or seeks suggestions that are effective in addressing the problem in hand | **✓** |  | AT / IV |
| Internal Customer Orientation |  |  |  |
| Demonstrates meeting expectations of internal customers, including students | **✓** |  | AT / IV |
| Develops relationships with internal customers and gains their respect | **✓** |  | IV |
| Treats internal customers fairly and in a non-discriminatory manner | **✓** |  | IV |
| Personal Effectiveness & Initiative Taking |  |  |  |
| Demonstrates ability to work under pressure, prioritise and commit to strict deadlines whilst maintaining the quality of output | **✓** |  | AT / IV |
| Ability to prioritise own work, multi-task and shift priorities | **✓** |  | AT / IV |
| Proactive in taking action to achieve goals | **✓** |  | AT / IV |

***\*Assessment method:***

AF = Assessed via application form

IV = Assessed via interview

AT = Assessed via test/work-related task

Cert = Certificate checked at interview