JOB TITLE: PERSONAL ASSISTANT (PART-TIME)

REPORTS TO: DIRECTOR OF THE EXECUTIVE MBA PROGRAMME

Background

The Executive MBA programme (EMBA) is a high-profile teaching programme and is one of the main revenue contributors of Cambridge Judge Business School. As the EMBA programme is a 20-month programme the number of students in study at any one time is in excess of 120.

The EMBA office runs the operations, course delivery, events, faculty support and student services for the Cambridge EMBA. The role holder will provide support to the EMBA Director and will therefore interact with a diverse customer base of professional students, faculty, staff, University and external services. As such, the PA to the EMBA Director will provide a high level of customer service necessary to maintain the excellent reputation of the School.

The role

The time demands of the EMBA Directorship, including committees the Director is required to attend and their College and teaching requirements, are significant and requires support. The role holder acts as the interface between the Director of the EMBA programme, the School, the University, the scientific community, and national and international institutions.

MAIN RESPONSIBILITIES

Office and diary management

- Organise, run and maintain the efficiency of the EMBA Director’s office and provide secretarial support for the Director.
- Act as a key link between the EMBA Director, students and staff at Cambridge Judge Business School, the University, Colleges and external individuals, organisations and institutions.
- Receive incoming telephone calls and if possible, address/resolve matters in a calm and professional manner; record messages, convey information, make telephone calls on behalf of the EMBA Director.
- Manage and maintain the EMBA Director’s diary; organise meetings and individual appointments as requested; anticipate and resolve potential conflicts to ensure efficiency of the EMBA Director’s schedule.
- Preparation of materials and papers for meetings, conferences and interviews; arranging frequent meetings for the Director of EMBA programme and the wider team.
- All papers/documents for signature to be channelled through the post holder, in a timely fashion, ensuring that queries raised by the EMBA Director are addressed, before signature, as required.
- Note action items resulting from meeting minutes and ensure they are completed on time.
• Organise and maintain a contacts database and file management in electronic and paper form.
• Order and maintain office supplies/stationary and materials for teaching exercises.
• Liaise with PAs to the School's Director, degree programme directors and centre directors, as well as senior management staff at the School and University to schedule meetings, follow up action items and update on relevant activities.
• Ensure smooth running of the office and timely response to enquiries and action items when the EMBA Director is away.

**Correspondence, documentation and meeting coordination**

• Read and act on mail and email received by the EMBA Director and role holder; prioritise action to be taken, maintain stock answers and reply without intervention when able; draft responses and prepare papers/letters for signature, ensuring queries are fully addressed and responses are timely and to schedule.
• Draw the EMBA Director’s attention to matters requiring urgent action and prepare groundwork ready for response; liaise with the EMBA Executive Director and/or appropriate staff for advice and action in the EMBA Director’s absence.
• Type letters, reports, etc., including material of a confidential nature, from notes, audio or dictation.
• Prepare papers, presentation slides, materials, agendas and briefing documents, creating preliminary outlines/drafts as required following advice and guidance from the EMBA Director.
• Take minutes at meetings, deal with matters arising and follow up actions.
• Take minutes at disciplinary meetings between EMBA Director and students as required, maintaining confidentiality of discussion.
• Maintain and monitor schedule of meetings and document submission deadlines for School and University business; ensuring adequate time for review, input and editing by the EMBA Director and wider EMBA team before timely submission; familiarity with and understanding of relevant School and University regulations is essential.
• Read agendas and minutes and scrutinise for information relevant to role holder and/or for action by EMBA Director; ensure all relevant documents and files are available for review, and if appropriate circulate information to members of staff.
• Maintain electronic and paper file system, including confidential files, feedback, course materials, committee papers and records to enable easy access and retrieval of documents. Take responsibility for keeping files up to date and reorganising files as necessary at end of academic years, etc.
• Update online learning platform with the EMBA Director’s materials as required.
• Under the guidance of the EMBA Director, conduct background research into a specific topic, which may include using the internet to find information on the University’s or other websites, reviewing previous committee papers and minutes, and/or obtaining information via telephone or email.
• Liaise with external visitors, arrange parking, room bookings and catering as required; host and follow up visit with thank you correspondence, matters arising and follow up actions.
• Organise logistics and catering for meetings and away days as required.

**Secretarial support**

• Provide secretarial support for the EMBA Director in connection with his/her research and teaching duties. This includes dealing with faculty and students, where confidentiality is required.
• Provide secretarial support for the Director of EMBA in connection with his/ her supervising duties and College related appointments.
Travel arrangements

- Arrange domestic and foreign travel, ensuring most cost effective and efficient travel plans are made; produce itinerary.
- Arrange visas and University travel insurance.
- Keep records and process reimbursement of expenses; update the EMBA Executive Director or relevant budget holder on expenditure against budget.

Monitoring expenditure

- Maintain records of and monitor expenditure on the EMBA Director’s expenses accounts in liaison with the Senior Accounts Clerk.

Organising programmes for visitors

- Organise programmes for visitors to the EMBA Director (including applicants for senior positions) arranging for them to visit departments, give seminars and meet relevant staff, hire lecture theatres, circulate programmes and arrange accommodation if necessary.

General administration/programme support

- Work collaboratively with colleagues and provide ad hoc support to the EMBA team/team members as required during peak periods or for special projects.
- Other duties appropriate to the post as specified by the EMBA Director.

The person

The ideal candidate should have the following qualities, skills and attributes. You are asked to demonstrate how your own experience meets these requirements in the ‘suitability for the role’ section of the online application form.

- Educated to A level standard as a minimum; first degree or equivalent preferred.
- Administration and PA experience, including roles providing support to a senior/director level in a busy and complex operating environment.
- Minute taking experience and basic accounting knowledge.
- Experience of a higher education/University environment would be advantageous.
- An interest in working in a graduate management education institution, with high achieving, highly motivated students as a key constituency.
- Ability to handle confidential and sensitive material with tact, diplomacy and discretion.
- Excellent written and verbal communication skills with a highly developed customer service approach; experience of responding efficiently and effectively to enquiries.
- Excellent organisational and time management skills; ability to prioritise, plan and deliver a diverse and changing workload.
- Ability to use own initiative and judgement and to work pro-actively; comfortable dealing with ad hoc tasks and making decisions and the ability to understand when escalation is required.
- Ability to work in a fast-paced environment and to meet deadlines; able to maintain a calm and professional demeanour in the face of student and faculty demands.
- Attention to accuracy and detail at all times.
• Ability to work both independently and as part of a team; a willingness to undertake periodic non-role specific duties/activities as required during peak periods.

• Experience of developing and implementing new systems, processes and procedures.

• IT literacy required, including competency in Microsoft Word, Excel, PowerPoint and Outlook; word processing, spreadsheet and database applications.

• Familiar with the internet and use of an intranet.

• Experience with Office 365 is preferred; familiarity with online learning systems, e.g. Moodle would be beneficial.

• Willingness to gain new skills and work with new systems, as necessary (training will be provided).

Benefits

This is a part-time role, working 18.25 hours per week, Monday to Friday. Please specify your preferred working pattern in your online application (in the suitability for the role section). Holiday entitlement is 28 days per annum pro rata plus eight days of public holidays pro rata (full-time equivalent). There will be a six month probationary period. The salary will be in the range £25,728-£29,799 per annum (full-time equivalent).

The full incremental salary range for the position is advertised in order to demonstrate the progression for the Grade. In the majority of cases appointments will be made at the Grade minimum; only in very specific exceptional circumstances can a higher salary be offered.

The University of Cambridge comprises more than 150 departments, faculties, schools and other institutions, plus a central administration and 31 independent and autonomous Colleges. It is one of the world’s oldest and most successful Universities, with an outstanding reputation for academic achievement and research.

With excellent benefits, extensive learning opportunities and a stimulating and attractive environment, the University of Cambridge is a great place to work. Our employees are eligible for a wide range of competitive benefits and services. We give them access to numerous discounts on shopping, health care, financial services and public transport. We also offer final salary pensions and tax-efficient bicycle and car lease schemes.

We have two nurseries and a holiday play scheme to help support those with childcare responsibilities and we offer various types of family-friendly leave to aid employees’ work-life balance. In addition, we operate a number of initiatives to promote career development, health and well-being.

Further details can be found at www.admin.cam.ac.uk/offices/hr/staff/benefits. There is also a range of information about living and working in Cambridge at www.jobs.cam.ac.uk.

Application arrangements

To submit an application for this vacancy, please search for this position on the University’s Job Opportunities website at www.jobs.cam.ac.uk and click on the “Apply online” button at the bottom of the relevant job description. This will route you to the University’s Web Recruitment System, where you will need to register an account (if you have not already) and log in before completing the online application form.

The closing date for applications is 21 January 2018.

Applicants are required to provide details of two referees. These will not be contacted unless the applicant is shortlisted.

Equality of opportunity at the University

The University of Cambridge is committed to a proactive approach to equality, which supports and encourages all under-represented groups, promotes an inclusive culture and values diversity. Entry into employment with
the University is determined by personal merit and by the application of criteria required for the post. No applicant for an appointment or member of staff will be treated less favourably than another on the grounds of sex (including gender reassignment), marital or parental status, race, ethnic or national origin, colour, disability (including HIV status), sexual orientation, religion, age or socio-economic factors.

The University has various diversity networks which help it to progress equality; these include the Women’s Staff Network, the Disabled Staff Network, the Black and Minority Ethnic Staff Network and the Lesbian, Gay, Bisexual and Transgender Staff Network. In addition, the University was ranked in the top 100 employers for lesbian, gay and bisexual (LGB) staff in Stonewall’s Workplace Equality Index 2011.

Information if you have a disability

The University welcomes applications from individuals with disabilities and is committed to ensuring fair treatment throughout the recruitment process. Adjustments will be made, wherever reasonable to do so, to enable applicants to compete to the best of their ability and, if successful, to assist them during their employment.

We encourage applicants to declare their disabilities in order that any special arrangements, particularly for the selection process, can be accommodated. Applicants or employees can declare a disability at any time.

Applicants wishing to discuss any special arrangements connected with their disability can, at any point in the recruitment process, contact, a member of Cambridge Judge Business School’s HR team who are responsible for recruitment to this position, on (01223) 768497 or by email on hr@jbs.cam.ac.uk. Alternatively, applicants can contact the HR Business Manager responsible for the department they are applying to via hrenquiries@admin.cam.ac.uk.