

## PA to the Director of Analysis and Research

### Basic information

**Band:** E

**Job family:** Business Services

**Terms:** Permanent

**Location:** Cheltenham

**Reports to:** Analysis Manager

**Business unit:** Analysis and Research



### Role purpose:

To provide secretarial and administrative support to the Director of Analysis and Research, and to undertake administrative tasks and coordinate activities for staff in the Analysis and Research business unit.

### Key duties and responsibilities:

- Provide high quality secretarial support to the Director of Analysis and Research, including management of the diary in order to maximise efficiency of his time.
- Provide a responsive service and an appropriate experience to external customers, representing the Analysis and Research business unit and UCAS.
- Provide administrative support for all the management team in Analysis and Research, including:
  - booking meetings and rooms as requested
  - servicing meetings by producing agendas and catering requests
  - taking calls and messages on behalf of the team when unavailable
  - printing and preparing all relevant papers for meetings
  - compiling and submitting expenses

- Organise and book travel, car hire and accommodation for any external activity for staff in Analysis and Research.
- Raise e-reqs in an accurate and timely manner on behalf of staff in Analysis and Research.
- Deputise for the Analysis Manager as requested.
- Deliver post to staff in Analysis and Research.
- Make all arrangements, including car parking and Wi-Fi for visitors, and meet and greet where required.
- Submit IT and facility requests for staff in Analysis and Research.
- Book attendance at conferences and other events as requested, for staff in Analysis and Research.
- Assist with organising venue hire, catering requests and travel for team meetings or awaydays.
- Accountable for any other duties and responsibilities appropriate to, and commensurate with, the level of responsibility as determined by the Analysis Manager.

#### **Primary customers/stakeholders**

##### **Internal:**

- Analysis and Research staff, UCAS Executive, UCAS SMG.

##### **External:**

- Higher education providers, stakeholders, UCAS Board and Committee members.

#### **Person specification:**

- Proficient in the use of Microsoft Office applications, including Outlook.
- Must be educated to GCSE level (or equivalent) or above. Candidates must hold GCSE (or equivalent) English language and maths at grade C or above.
- Proven strong organisational skills and the ability to multi-task is essential.
- Experience in working in a busy administrative position is required.
- Previous secretarial/PA experience is desirable.

This role profile sets out the scope and main duties of the post at the date when it was drawn up. Such details may vary from time to time without changing the general character of the post or the level of responsibility entailed. Such variations are a common occurrence and cannot of themselves justify a reconsideration of the level of the post. All UCAS employees are expected to be flexible in undertaking the duties and responsibilities attached to their role and may be asked to perform other duties, which reasonably correspond to the general character of their role and their level of responsibility.

### **Our values in action**

**Customer** – We always look through the customer lens. The logic of the customer is the logic of UCAS.

**Commitment** – When we commit, we deliver on time, quality, and budget, or we negotiate changed commitments for good reason. We never leave commitments uncovered.

**Team** – We work collaboratively. When we commit, we commit as an individual and as a team. We strive for and support team success as well as individual success.

**Outcomes** – We plan and do things to achieve outcomes. We define them, aspire to them, and deliver them.

**Agility** – We know we need to be agile when we look through the customer lens, when we make commitments, when we work in teams, and strive for the right outcomes.

**Extraordinary** – We are ambitious for our customers, for UCAS, and for our teams. We want more than ordinary outcomes – we strive to achieve extraordinary outcomes, extraordinary customer focus, and an extraordinary culture of high performance and quality of focus.