Job profile

Post: PA to the Director

Directorate: Access, Learning and Outcomes (ALO)

Line Manager: Director / Deputy Director

Purpose: Provide comprehensive PA and Business Support to the Director. This requires understanding the strategic objectives of the Director and using this knowledge to help them make best use of their time; supporting flow of information between the Director, their directorate and also the Senior Management Team.

Key responsibilities

1. Manage the Director’s diary and anticipate the Director’s workload, ensuring proactive support, which may include the provision of meeting briefings, supporting materials and agendas.

2. Manage key information flows through the Director mailbox, making astute judgements to allocate relevant emails to colleagues, tracking related actions as required.

3. Display a high level of integrity, handling confidential and sensitive matters in a professional manner.

4. Create and maintain trackers and associated business support tools, which enable effective management of workflows.

5. Take a leading role in ensuring business processes are developed and adhered to and support business improvement activity, to ensure corporate standards are met.

6. Undertake ad hoc projects and administrative tasks on behalf of the Director and their leadership team.

7. Work collaboratively with other business support staff and provide mutual cover as required.
Skills, qualifications and experience

**Essential Criteria**

- Experience supporting senior staff in a similar environment.

- Experience of diary management (including virtual meetings), travel arrangements, and managing a busy mailbox.

- Effective communication skills with the ability to work as part of a team and interact well with staff at all levels in the organisation.

- Excellent organisation and planning skills, including the ability to work creatively to solve problems and manage competing priorities.

- Self-motivated with the ability to work under own initiative and with minimum supervision.

- A highly developed eye for detail and accuracy.

- Good IT skills, with a good working knowledge of a variety of IT systems, particularly Microsoft Office products.

- A proactive, resilient and flexible approach.

**Desirable**

- Previous experience of the Scottish Government, public sector bodies, or the further or higher education sectors.

**Status of Job Profile**

This profile has been created to describe, in outline, the nature of appointments at this level. It is an indicative document and the exact nature of these duties will vary with time and from post to post. Post holders will be expected to carry out any work that is commensurate with their grade or that may reasonably be required of them.

**Additional Information**

This post is based within the Access, Learning and Outcomes Directorate which is led by James Dunphy. Around two thirds of the Directorate staff work to support the system of outcome agreements by which SFC currently manages its funding relationships with colleges and universities. Working closely with individual institutions, outcome agreement teams facilitate discussions that lead to the confirmation and publication of outcome agreements.
The access team within the directorate takes a national lead on fair access to further and higher education and for making sure that Scotland reaches the targets set in *A Blueprint for Fair Access*, the report published by Scotland’s Commission on Widening Access. SFC’s current access programmes include initiatives designed to support learners from deprived areas, care-experienced students, ex-service personnel and learners with disabilities.

The directorate also has responsibility for skills and economic recovery and for SFCs’ statutory requirement to secure provision for assessing and enhancing the quality of further and higher education in Scotland.

This role will require the post holder to work closely with the Director and their leadership team. It is a busy and varied post, which provides the opportunity to develop a broad range of skills / experience as well as knowledge of government and the further and higher education sectors.

*Committed to equality of opportunity*