

Vice-Chancellors Office (VCO) – Office Manager

Job Ref: REQ240290

As part of the University's ongoing commitment to redeployment, please note that this vacancy may be withdrawn at any stage of the recruitment process if a suitable redeployee is identified.

Loughborough University has embarked on the delivery of our new University Strategy; 'Creating Better Futures. Together'. Part of this strategy has seen an increase in the size and leadership roles of the VCO as the department plans a central role in the delivery of the new strategy. This role is to lead the ongoing work of the office, as well as the wider VCO as it develops.

Job Description

Job Grade Management & Specialist Grade 6

Job Purpose

The principal function of this highly visible post is to provide excellent executive support to Senior VCO colleagues and both the Chief of Staff and Deputy Chief of Staff to fulfil their duties. The post-holder will lead and be accountable for a comprehensive and confidential administrative service to the Senior VCO team in the delivery of all aspects of the University's Strategic Plan.

The Vice-Chancellor's office is a fast-paced and often pressured environment. The postholder will be expected to manage competing demands, dealing with wide-ranging and complex priorities, exercising a high level of personal responsibility and confidentiality with sensitive University information at all times, both within and outside the University.

The postholder will be skilled in managing conflicting priorities and apply a common-sense approach to resolving sensitive and complex matters.

Job Duties

1. To effectively line manage all aspects of the PA team providing support to the Vice Chancellors Senior Team including responsibility for all recruitment, induction, Training and all ongoing HR requirements for the team.
2. Full accountability for managing the logistics of the VCO office, including meeting rooms, permissions for access, diary management and any other aspects of the VCO activities to ensure the smooth running of the office.
3. To work collaboratively with the Chief of Staff (CoS) and Deputy Chief of Staff (DCoS) in the management of regular VCO events and the formal events of the Vice-Chancellor and others as required.
4. Taking a leading role, alongside the CoS and DCoS, supporting the VCO's role in Graduation, including responsibility for senior officer robing and processions as well as VIP attendance.
5. Responsibility for managing the VCO budget and ensuring compliance with financial policies and procedures and any other Finance and Procurement requirements associated with the VCO team.

6. Alongside the CoS and DCoS, co-ordinating and servicing Senior meetings to ensure papers are published in a timely manner.
7. To communicate and work effectively with the most senior leaders at the University, ensuring relations between that team and the PA team are productive and efficient, resolving any issues that may arise.
8. Maintain confidentiality in relation to people matters and information management complying with GDPR
9. To work effectively as a team member within the VCO and all parts of the organisation.

Support for the wider VCO (Planning, Legal and EDI Unit)

1. Managing the mandatory training of the VCO, PDR systems and other key corporate functions.
2. Leading a programme of development for all members of the VCO.
3. Manage the access to the relevant systems for key staff in the VCO including Agresso, LUSI, ITrent, Raisers Edge and others.
4. Ensure the VCO website is up to date and new additions published as required, as well as managing the online presence of key repositories.

VCO Line Management

- To be responsible for the roles and workload of the VCO PA team including oversight of tasks and priorities; undertaking annual Performance & Development Reviews (PDR) and ongoing performance management, reward reviews, succession planning and other relevant tasks to develop the team to achieve consistently high standards of performance and supporting them through organisational changes.
- To motivate and encourage excellent staff performance using coaching and mentoring and identifying and implementing any training needs where appropriate, in line with PDR objectives.
- To foster a working environment that will enable colleagues to maintain their wellbeing whilst promoting a culture of equity, diversity and inclusivity.
- Maintain confidentiality in relation to people matters and information management complying with GDPR

PA support cover

- To ensure that through planning and coordination all principals have suitable PA cover arrangements in place for periods of annual leave and unforeseen absences etc.
- Responsibility includes pro-actively monitoring, evaluating and reviewing service delivery and adapting and improving it as and when required.

Office Co-ordination

- To ensure the VCO is well-organised and maintained at all times. That all policies and central services are implemented and updated in line with University systems and processes, that regulations are adhered to, and the physical environment is upheld to a high standard, including providing a safe and secure office environment.

Points to Note

The purpose of this job description is to indicate the general level of duties and responsibility of the post. The detailed duties may vary from time to time without changing the general character or level of responsibility entailed.

Special Conditions

All staff have a statutory responsibility to take reasonable care of themselves, others and the environment and to prevent harm by their acts or omissions. All staff are therefore required to adhere to the University's Health, Safety and Environmental Policy & Procedures.

All staff should hold a duty and commitment to observing the University's Equality & Diversity policy and procedures at all times. Duties must be carried out in accordance with relevant Equality & Diversity legislation and University policies/procedures.

Successful completion of probation (where required) will be dependent on attendance at the University's mandatory courses which include Respecting Diversity and, where appropriate, Recruitment and Selection.

Organisational Responsibility

Reports to the Chief Financial Officer
Responsibility for: A selection of the VCO Support staff

Person Specification

Your application will be reviewed against the essential and desirable criteria listed below. Applicants are strongly advised to explicitly state and evidence how they meet each of the essential (and desirable) criteria in their application. Stages of assessment are as follows:

- 1 – Application
- 2 – Interview
- 3 - Test

Essential Criteria

Area	Criteria	Stage	
Experience	Demonstrable experience of managing an office environment and prioritising to time, cost, quality, within a complex environment	1, 2	
	To lead on various priorities including events and VIP management.	1, 2	
	Experience of servicing meetings, recruitment panels and other formal committees.	1,2	
	Experience of using creative approaches to effectively problem solve, ensuring the input of others where appropriate.	1,2	
	Extensive experience of working with Senior Stakeholders, and colleagues at all levels of the organisation. Including Coaching/mentoring for more junior colleagues in the team.	1,2	
	Experience of budget management and financial processes associated with being a budget owner in a large and complex organisation	1,2	
	To develop/create/present data, briefings and reports	1,2	
	Experience of managing staff in a team environment with a focus on providing an excellent service.	1, 2	
	Skills and abilities	Excellent organisational skills including the ability to work across a diverse range of priorities at any one time.	1,3
Excellent communication, presentation and engagement skills. An ability to deal with difficult and sensitive situations.		1, 2, 3	
Excellent ability to work collaboratively and engage effectively with team members.		1,2	
Ability to write clearly and succinctly when writing proposals and reports.		1,2	
Ability to be proactive and to prioritise work with limited supervision and guidance within a fluid environment.		1,3	
Initiative, flexibility and the ability to adapt to a changing work environment.		1,2	
Proven ability to work with and influence senior stakeholders negotiating differing priorities where necessary		1,2	
Proven ability to work with different software programmes, including HR, Finance and CRM systems.		1,2	
Financially literate, with strong data and numerical skills.		1,2	
Excellent interpersonal, negotiation and influencing skills; ability to maintain confidentiality, and to deal with a wide variety of people at all levels using effective judgement, tact and diplomacy.		1,2	
Qualifications		Educated to degree level or equivalent.	1
Other		A commitment to Equity, Diversity and Inclusion and experience of ensuring this is embedded in the workplace.	1,2

Desirable Criteria

Area	Criteria	Stage
Experience	Knowledge of Higher Education and how universities operate	1
Training	Experience and/or training qualifications in project management, meeting management and office management.	1

Conditions of Service

Salary will be on Management and Specialist Grade 6 £33,966 - £44,263, at a starting salary to be confirmed on offer of appointment.

The post is on a full-time basis and open ended. The University recognises the value of a fulfilling and balanced work and personal life which promotes wellbeing. We seek to support colleagues in achieving this balance and have family-friendly policies, flexible working arrangements and many roles can be suitable for dynamic working arrangement.

The appointment will be subject to the University's normal Terms and Conditions of Employment for Grade 6 staff, details of which can be found [here](#).

The University is committed to enabling staff to maintain a healthy work-home balance and has a number of family-friendly policies.

The University is committed to allowing its employees to work dynamically with a combination of working on campus and remotely, where possible. Please note there is a general expectation that the successful candidate will spend the majority of time working on campus.

We strive to create a culture that supports equality and celebrates diversity throughout the campus. The University holds a Bronze Athena SWAN award which recognises the importance of support for women at all stages of their academic career. For further information on Athena SWAN see [here](#).

We also offer an on-campus nursery with subsidised places, subsidised places at local holiday clubs and a childcare voucher scheme (further details are [here](#)).