

## IT Leadership Team PA IT Services, Directorate of Infrastructure





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## Brief summary of the role

Role title:	IT Leadership Team PA
Grade:	5
Vacancy reference:	
Faculty or Directorate:	Directorate of Infrastructure
Service or Department:	IT Services
Location:	University campus
Reports to:	IT Director
Responsible for:	No direct reports
Work pattern:	36.25 hours per week, Monday to Friday (core hours)
Specific notable requirements for the role:	None
Possible adjustments:	We are open to any request for adjustments to support your needs around working hours flexibility, training, and mentoring, which would enable you to succeed in this role

## Main purpose of the role

The role provides administrative support for the smooth running of IT Services, including supporting the service's leadership team meetings, organising service-wide activities, and providing administrative support for the collation of service data.

It also provides administrative support for projects and initiatives, including coordinating data with Faculties and Directorates, and maintaining records.

## Main duties and responsibilities

**Note:** The list below may vary to include other reasonable requests (as directed by University management) which do not change the general character of the job or the level of responsibility entailed.

1. Provide administrative support for the day-to-day operations of the IT Services department, including supporting the Senior Management Team with the coordination of administrative tasks required by other departments within the University. This may include supporting the recruitment process and ensuring that as much of the administrative work involved is removed from managers, providing updates on any key data required for the process, and ensuring prospective candidates are booked in for interviews.
2. Manage small projects within IT to support operational plans. This may include coordinating activities, such as software rollouts and hardware upgrades, liaising with faculties and directorates to collate data, booking appointments, record-keeping, updating project action logs, supporting communications, and liaising with suppliers.
3. Ensure that members of the department's Senior Management Team are fully appraised of key issues arising during the course of the day-to-day management of the IT Services office.
4. Provide administrative support for the leadership team meetings, organising meetings, taking notes, and ensuring that actions are recorded and followed up on in a timely manner.
5. Provide a central point for managers to ask for assistance and support.
6. Ensure the yearly calendar of events is anticipated and prepared for, keeping a schedule of tasks set up by managers to ensure they keep to delivery deadlines and are prepared for events within the University calendar.



7. Provide administrative support to the leadership team when information is required from other areas of the business, ensuring that deadlines are met and escalations are managed. This may include gathering data on the department for HR purposes, - for example, return to work processes and training where HR may need to ensure that all teams have completed any training and risk assessments.
8. Support by ensuring that other departments are aware of progress on key or critical subjects and feeding back responses and requirements where they are of a non-technical nature.
9. Collate information across the service's leadership team and deliver reports and management information for use by the Director and Associate Director, or others, using Microsoft applications including Excel, Word, and PowerPoint. This may include the dissemination of information to assist decision-making by the leadership team (for example, where there are competing priorities of project work), and assisting on impact analysis for costs and resources to enable the department to manage workload effectively.
10. Track updates from Finance on project costs and other high-level queries, as and when required, to ensure projects remain on track financially - for example, provide support for key projects on budgetary spend.
11. Support with communication on behalf of the service's leadership team to a range of senior stakeholders within the University and external suppliers. This may involve liaising with an external supplier to ensure a process or procedure has been followed, supporting on arrangements for deliveries and documentation for contractors, or to arrange dates, times, and venues for cross functional work to be completed across departments.
12. Assemble, prepare, and appropriately disseminate information across a range of communication channels - both internally and externally - in accordance with the department's Communication Strategy. For example, supporting the IT Customer Experience Manager to deliver updates in a timely fashion for publication to the University community and assisting with any incoming requests for information.
13. Work on your own initiative to organise and plan resources within the department where appropriate - for example, to introduce new processes and procedures that promotes efficiency within the service.
14. Support University-wide events and initiatives pertaining to the student journey, including (but not limited to) open days, applicant visit days, clearing, enrolment and induction, and graduation. This may involve occasional working on weekends or evenings.

## Role holder: essential and desirable attributes

### Qualifications

<b>Essential</b>	<ul style="list-style-type: none"> <li>• GCSEs in English and Maths at grade C or above, or equivalent qualification or experience.</li> </ul>
<b>Desirable</b>	<ul style="list-style-type: none"> <li>• Qualification in office administration.</li> <li>• Project management qualification or similar experience.</li> </ul>

### Experience, skills, and knowledge

<b>Essential</b>	<ul style="list-style-type: none"> <li>• Previous experience of providing administrative support for a department or group of people, supporting and managing a range of tasks.</li> <li>• Experience of assisting with, planning, or managing projects or other activities to support timely completion of tasks by others, with experience of completing own non-technical projects.</li> <li>• Experience of understanding and providing high level information on budgets.</li> <li>• Experience of communicating with a wide range of stakeholders, and identifying and resolving queries in a professional manner.</li> <li>• Expert user of the Microsoft Office suite, including Word, Excel, PowerPoint, and Visio.</li> </ul>
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	<ul style="list-style-type: none"> <li>• Excellent interpersonal and teamwork skills.</li> <li>• Clear written and oral communication skills with ability to understand and explain processes and procedures.</li> <li>• Ability to plan, organise, and prioritise own work to manage conflicting deadlines without supervision, being self-sufficient in resolving issues and queries, and working in a fast-moving environment.</li> <li>• Accuracy and attention to detail.</li> <li>• To have a ‘can do’ attitude towards all types of work’</li> <li>• Tact, confidentiality, and understanding of the need to secure data within a department.</li> <li>• Teamwork ethos.</li> <li>• Commitment to own professional development.</li> </ul>
<p><b>Desirable</b></p>	<ul style="list-style-type: none"> <li>• Experience of working in a Higher Education environment.</li> <li>• Experience of working in an IT environment.</li> <li>• Experience of writing reports and working to deadlines.</li> <li>• Experience of disseminating data into Management Information (MI) for the provision of reports and analysis.</li> </ul>

## Information about the University of Bradford

### Values

We will be an organisation that embodies our values in everything we do. These values are:

- **Excellence** is at the heart of everything we do.
- **Trust** is the foundation of our relationships, underpinned by integrity in everything we do.
- We give invention light and celebrate creativity and **innovation**.
- **Inclusion** - diversity is a source of strength and must be understood, valued, supported, and leveraged.

Embedding these values across the University will shape our culture and drive our performance.

It is the responsibility of every employee to uphold the University values.

### Equality, Diversity, and Inclusion (EDI)

The University of Bradford is widely recognised as an Equality, Diversity, and Inclusion (EDI) leading institution.

Our EDI vision is to bring about, and be recognised as an exemplar of transformational diversity, inclusion, and social mobility and emphasise the critical role of leadership in embedding intersectional EDI in order to make our diversity count and deliver impact.

It is the responsibility of every employee to act in ways that support equality, diversity, and inclusivity and to work within the spirit and detail of the law, including the Equality Act 2010 and the Human Rights Act 1998.

The University provides a range of services and employment opportunities for a diverse population. Employees will treat all students and colleagues with dignity and respect irrespective of their background.

Employees are responsible for ensuring the University develops a culture that promotes equality, values diversity, and supports inclusivity. This responsibility includes services and functions the University provides and commissions, to students, colleagues, partners in other organisations, visitors, and members of the public.



## Training

Employees must complete any training that is identified as mandatory to their role. Training should be accessed locally by agreement with line managers and through the University's People and Organisational Development Service.

Mandatory training must be completed on commencement of the role, without delay.

## Health, safety, and wellbeing

Health and Safety is a partnership between employee and employer each having responsibilities, as such all employees of the University have a statutory duty of care for their own personal safety and that of others who may be affected by their acts or omissions. It is also the responsibility of all employees, that they fulfil a proactive role towards the management of risk in all of their actions. This entails the risk assessment of all situations, the taking of appropriate actions and reporting of all incidents, near misses and hazards.

All employees have a duty to report any practice that you consider compromises standards of health and safety and risk. The Code of Practice on Public Interest Disclosure (Whistleblowing) details the process and advises on the protection from unfair treatment for an individual who raises such concerns.

Employees are required to co-operate with management to enable the University to meet its own legal duties and to report any circumstances that may compromise the health, safety and welfare of those affected by the University's undertakings.

Managers should note they have a duty of care towards any staff they manage; academic staff also have a duty of care towards students. As part of this you will need to ensure you are familiar with any relevant Health and Safety policies and procedures; seeking advice from the Central University Health and Safety team as appropriate.

## Information governance

Employees have a responsibility for the information and records (including student, health, financial and administrative records) that are gathered or used as part of their work undertaken for the University. This may be in paper, electronic, or other formats.

An employee must consult their manager if they have any doubts about the appropriate handling of the information and records with which they work.

This means that employees are required to uphold the confidentiality of all data, information and records and to ensure they are recorded to appropriate data standards and

to the relevant electronic system or manual filing system in order to maintain their accessibility and integrity.

To support these requirements all employees must adhere to data protection legislation and the University's policies and procedures in relation to information governance and information security at all times.

Additionally, employees will be required, when and where appropriate to the role, to comply with the processing of requests under the Freedom of Information Act 2000.

All employees will be given the necessary training to enable them to adhere to these requirements.

## Criminal record disclosures and working with vulnerable groups

Depending on the defined nature of your work and specialist area of expertise, your role may be exempt from the provisions normally afforded to individuals under the Rehabilitation of Offenders Act 1974. In these circumstances, the University may obtain a standard or enhanced disclosure through the Disclosure and Barring Service (DBS) under the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975 (as amended) and, in certain circumstances, the Police Act 1997.

Suitable applicants will not be refused positions because of criminal record information or other information declared, where it has no bearing on the role (for which you are applying) and no risks have been identified against the duties you would be expected to perform as part of that role.

During the course of your employment, you must notify your line manager if you are charged with a criminal offence (excluding motoring fixed-penalty convictions). Failure to notify the University of a criminal conviction could lead to withdrawal of a job offer where employment has not commenced, or disciplinary action for employees in post. All employees of the University who have contact with children, vulnerable adults, service users and their families must familiarise themselves, be aware of their responsibilities and adhere to the University's policy and procedures and the Safeguarding Vulnerable Groups Act 2006. Where appropriate, employees will be given the necessary training to enable them to adhere to these requirements.

## University policies and procedures

The University operates a range of policies, procedures and formal guidance (available on the University intranet and ServiceNow). All employees must observe and adhere to the provisions outlined in these documents.