



Job Description

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| Job Title: | Personal Assistant to Executive | | |
| Department: | Executive Leadership Team | Location: | Thurso |
| Grade: | NSUP19-22 | | |
| Report To: | Vice Principal Strategic Developments | | |

Job Purpose:

To provide high-level administrative, organisational, and confidential support to the Vice Principal, enabling them to focus on strategic leadership and the smooth running of the college. The PA will act as the first point of contact for the Vice Principal, managing communications, schedules, and key administrative processes.

Context

This role reports to the Vice Principal Strategic Developments and requires a high level of proactivity and strong organisational skills as well as an ability to engage with staff at all levels as well as other external bodies.

The post holder may have access to highly confidential and sensitive information and will therefore be required to maintain this confidentiality and is expected to be able to deal with sensitive matters appropriately using sound judgement.

Key Accountabilities

Providing a comprehensive, effective and high-quality PA and organisational support service to the Vice Principal Strategic Developments;

Undertake projects, research, prepare reports, responses and statistical information as required;

Assist the Secretary of the Board as appropriate.

Duties and responsibilities

The following duties and responsibilities are intended to give a broad indication of the variety of tasks the post holder may be asked to undertake. It should be noted that a job description is not an exhaustive list of activities, and staff may be asked to carry out other duties commensurate with the level of the post. The job description may also be amended to take account of changed circumstances, and staff will be consulted when this is necessary.

Providing a comprehensive, effective and high-quality PA and organisational support service to the Vice Principal Strategic Developments;

Executive Support

- Manage the Vice Principal's diary, schedule meetings, and coordinate appointments to maximise efficiency.
- Prepare agendas, briefings, and supporting documents for meetings.
- Take minutes, track actions, and ensure timely follow-up.
- Draft correspondence, reports, and presentations on behalf of the Vice Principal.

Communication & Liaison

- Serve as the first point of contact for staff and external stakeholders.
- Screen calls, emails, and visitors, prioritising requests and ensuring prompt responses.
- Maintain a professional and welcoming environment in all interactions.

Administration & Organisation

- Maintain accurate and confidential records
- Coordinate events, visits, and official functions.
- Ensure the Vice Principal is fully briefed and prepared for daily engagements.
- Arrange all travel and accommodation for the Vice Principal
- Arrange travel and accommodation for visitors when required.

Confidentiality & Discretion

- Handle sensitive information with the utmost discretion.

Undertake projects, research, prepare reports, responses and collate statistical information as required and to required standards and specifications as required;

- Assist with special projects and strategic initiatives as directed by the Vice Principal.
- Undertake research on subject areas and provide feedback verbally or in written format regarding findings;
- Assist with the co-ordination of responses to requests for information in close liaison with the Data Protection Officer and the Freedom of Information Officer;
- Support other senior leaders when required to ensure smooth operational flow.

Assist the Chair and the Secretary of the College Board as appropriate, particularly at peak periods and cover for the Secretary during absences.

Terms and Conditions

This post is governed by Support Staff terms and conditions, which are subject to collective bargaining processes.

General

- Proactively contribute to own personal development and supporting the wider sustainability of UHI North, West and Hebrides;
- Contribute to UHI's climate, biodiversity, and sustainability goals, including net-zero by 2040;

- Ensure consistency and equality at all times and proactively engage in UHI North, West and Hebrides values of trust, integrity and excellence.
- Ensure the health and safety of self and others and compliance with safeguarding, data protection requirements and all college policies;
- Work collaboratively with colleagues to ensure a whole college focus and approach

Appendix: Personal Attributes Framework Leadership – Providing direction, inspiration and encouragement to others

- Acts with confidence guiding the activities of colleagues, students and/or visitors
- Demonstrates a positive attitude to new ways of working and when faced with difficult situations
- Understands importance of having a strong sense of purpose and common goal
- Understands how own role contributes towards meeting organisational goals
- Takes responsibility and is accountable for own actions
- Is able to objectively assess own strengths and limitations
- Delivers a friendly and professional service to learners, customers and staff
- Reflects positively on feedback and responds proactively
- Ensures colleagues and line managers are kept informed of activities
- Listens effectively and shows empathy to others' needs and feelings

Teamworking/Communication – Working with others in a constructive and supportive way to achieve goals and manage change.

- Gives guidance and support to colleagues when it is needed.
- Asks for and accepts help when needed.
- Readily shares information, knowledge and expertise within own teams and across teams.
- Establishes effective working relationships inside and outside the college.
- Is polite, tolerant and patient, treating all with dignity and respect.
- Helps others to learn through encouragement and feedback.
- Works collaboratively with team and other functions to achieve a successful outcome.
- Listens to and respects others' views and opinions.

Performance – Managing performance of teams across the college and creating development opportunities

- Seeks ways to improve own learning and self-development
- Takes responsibility for managing own time and area of work.

- Seeks clarity when uncertain about information/instruction.
- Prioritises workload and is able to deal with changing requirements.
- Takes personal responsibility to ensure continuous professional development of skills and knowledge.
- Seeks and analyses feedback and takes positive action.
- Keeps customers updated on progress
- Aims to deliver agreed targets to timescale
- Manages customer expectations diplomatically and tactfully
- Pursues service excellence in line with college vision, commitments and standards
- Takes responsibility for following through on customer enquiries
- Supports and promotes a customer focused culture.

Person Specification

| Criteria | Essential | Desirable |
|-------------------------------|--|------------------------------------|
| Qualifications | Educated to HND level in Administration or equivalent | |
| Experience | Proven experience as a PA, Executive Assistant, or senior administrator. | Experience in the education sector |
| Knowledge & Skills | <p>Excellent organisational and time-management skills.</p> <p>Strong written and verbal communication skills.</p> <p>Ability to work under pressure, prioritise effectively, and meet deadlines.</p> <p>Proven ability to maintain confidentiality.</p> <p>High proficiency in Microsoft Office and other administrative software.</p> | |
| Personal Qualities* | <p>Professional, approachable, and discreet.</p> <p>Proactive, resourceful, and solution-focused.</p> <p>Strong interpersonal skills and ability to build positive relationships.</p> <p>Flexible and adaptable to changing priorities.</p> <p>Ability to act as ambassador for the College in high level external contexts</p> <p>Also: See personal attributes framework</p> | |

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| <p>Other</p> | <ul style="list-style-type: none"> • Commitment and ability to undertake and/or continue professional development in a relevant discipline • Clean driving licence • Be willing to work flexible hours when necessary to meet requirements of the post • Be willing to regularly travel on College business, between centres, UHI and within Scotland • Satisfy appropriate Disclosure Scotland checks | |
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*Please note that the personal qualities, whilst desirable, will not be considered when shortlisting in line with the essential criteria for the role.

KEY TERMS AND CONDITIONS OF EMPLOYMENT

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| Hours of Work | This post is for 21 hours per week but you may be required to work additional hours to meet service requirements. The normal full-time working week is one of 35 hours. |
| Duration | This is a permanent contract. |
| Salary | The salary for this post is on Support Scale Point NSUP19-22, (£30,280 - £32,403 per annum) pro-rata |
| Holidays | 33 days in a full year plus 12 public/general holidays, pro-rata for part-time workers. |
| Location | The position will be based primarily at our Thurso Campus, but you may be required to work in any campus of UHI North, West and Hebrides. |
| Pension | You will be contractually enrolled into the Local Government Superannuation Scheme. Further details are available upon appointment. |
| References/ Medical Assessment/ PVG Check | For external candidates' appointment will be subject to references and a PVG check, which will be taken up after an offer has been made. |

UHI North, West and Hebrides, an equal opportunities employer, is a registered charity which exists to provide Further and Higher education.

