

Level: Developing/Skilled

PA and EA Grade 5

Typical Roles: This covers a broad range of roles delivering general administrative support which may provide a route into a PA or EA role

Transferable skills and competencies

FOLLOWING
INSTRUCTIONS
AND PROCEDURES

WRITING AND
REPORTING

RELATING AND
NETWORKING

(see pages 16-17)

Experiences

Activities and responsibilities likely to be required when working at this level

Providing front of house service, general administration support, and filing; acting as the first point of contact for and responding to routine enquiries by e-mail, telephone or in person; additional responsibility, proactivity and knowledge may be required when acting on or referring complex problems to managers/colleagues; a good level of attention to detail; the ability to understand and interpret set guidelines and instructions; taking responsibility for high volume, sometimes repetitive tasks; supporting colleagues' work as part of a team; entering data accurately.

*Roles within a medical/science and engineering settings could include additional duties such as; providing a service to laboratories on a day to day basis; awareness of health and safety issues.

Personal and professional development

Development options to consider when working towards this level

On the Job Learning

Familiarity with UCL regulations; relevant experience delivering customer service support; an ability to work in other areas or teams; reviewing, advising on and improving processes and procedures.

Learning from others

Work shadowing; joining a Community of Practice (CoP); connecting with peers and colleagues from other teams and working collaboratively; mentoring or speaking to your manager and peers; observing good practice and implementing this in own work; building an understanding of the Higher Education sector.

Formal learning

General MS Office, particularly Outlook, Word, Excel and PowerPoint. Training on relevant UCL systems and data reporting. As applicable to the role, health and safety training (e.g. Fire Evacuation Marshal (FEM), Emergency First Aid at Work (EFAW) training); Finance and HR training; Website content management training.

UCL Ways of Working

These describe expected behaviours in line with UCL culture and values (see pages 16-17).

For Ways of Working indicators and steps to development please refer to the Ways of Working website www.ucl.ac.uk/human-resources/policies-advice/ways-working.

Level: Developing/Skilled

PA and EA Grade 6

Typical Roles: This covers a broad range of roles delivering general administrative support, including Personal Assistant roles

Transferable skills and competencies

PRESENTING AND COMMUNICATING INFORMATION

WORKING WITH PEOPLE

ADAPTING AND RESPONDING TO CHANGE

(see pages 16-17)

Experiences

Activities and responsibilities likely to be required when working at this level

Providing front of house service including meeting and greeting internal and external stakeholders; general administration support; filing; acting as the first point of contact for general enquires; inbox (email) monitoring/management; diary management; drafting general correspondence; coordinating and organising meetings; preparing agendas and minute/note taking; arranging travel and/or accommodation; supporting the submission of personal expense claims; researching and collating information; reviewing and formatting reports; additional responsibility and proactivity around taking action where required; working to meet deadlines and managing shifting priorities.

*Roles within a medical/science and engineering settings could include additional duties such as; providing a service to laboratories on a day to day basis; awareness of health and safety issues.

Personal and professional development

Development options to consider when working towards this level

On the Job Learning

Develop an understanding of UCL regulations and guidelines; take opportunities for dealing with more formal interactions with customers; a willingness to gain experience working in other areas or teams; reviewing, advising on and improving processes and procedures; developing a proficiency in Microsoft Office.

Learning from others

Job shadowing; joining a Community of Practice (CoP); connecting with peers and colleagues from other teams; mentoring; work shadowing; speaking to your manager and peers.

Formal learning

Time management skills; advanced MS Office training and/or studying for a Level 4 business administration qualification; Health and Safety training (e.g. Fire Evacuation Marshal (FEM), Emergency First Aid at Work (EFAW) training); Relevant UCL systems training.

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Level: Independent

PA and EA Grade 7

Typical Roles: Personal Assistant, Executive Assistant

Transferable skills and competencies

DECIDING AND INITIATING ACTION

COPING WITH PRESSURE AND SETBACKS

ACHIEVING PERSONAL WORK GOALS AND OBJECTIVES

(see pages 16-17)

Experiences

Activities and responsibilities likely to be required when working at this level

Acting as first point of contact for the executive/principal which may include (but is not limited to) taking phone calls, monitoring and responding to written correspondence as appropriate; managing the distribution of materials and documentation; supporting meetings and servicing committees – including minute taking, drafting agendas, circulating papers, and ensuring all actions are monitored and completed on time. Provision of full administrative support including diary and meeting management, coordinating travel and accommodation, preparation of itineraries. Financial duties may include monitoring budgets, processing expense claims, and raising requisitions, purchase orders and invoices. Supporting elements of event management; undertaking health and safety duties (e.g. acting as an appointed Fire Marshall); supporting the recruitment processes of senior colleagues - drafting job descriptions, arranging interview panels and providing other assistance as appropriate; handling confidential and sensitive information with discretion; undertaking research on behalf of the executive, including preparation of correspondence, briefings and presentations, drafting and formatting reports; arranging cover in the absence of executive; acting as deputy within agreed parameters. There may also be line management responsibilities or supervision of temporary staff including reviewing and authorising timesheets.

Personal and professional development

Development options to consider when working towards this level

On the Job Learning

Working on small projects; reviewing, advising on and improving processes and procedures; undertaking public speaking and presenting; build a greater cultural awareness. Take on any opportunities to supervise or support junior members of staff.

Learning from others

Join a Community of Practice; attend relevant UCL wide forums; develop awareness of the HE operating environment through networking, external events and undertaking own CPD; build a network amongst peer group; speaking to your manager and peers.

Formal learning

Plan for additional relevant training, potentially a L5 in business administration qualification. Possible membership with relevant professional bodies, e.g. Association of University Administrators (AUA). EPAA (Executive & Personal Assistants Association).

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Level: Advanced

PA and EA Grade 8

Typical Roles: HR/Research/Finance/Departmental Management; Facilities Management; Office/Lab Management

Transferable skills and competencies

LEADING AND SUPERVISING

PERSUADING AND INFLUENCING

FORMULATING STRATEGIES AND CONCEPTS

(see pages 16-17)

Experiences

Activities and responsibilities likely to be required when working at this level

Providing support to leadership individuals or teams; providing advice, influencing and implementing strategy and long term goals; contribute towards planning activities, both financial and academic/teaching related activities; taking the lead responsibility for communications within a team/area; managing significant budgets and resources; being accountable for ensuring high quality service delivery; deputising for senior managers; producing financial or written reports; possess an awareness of internal and external risks and issues that may affect area of work; leading on short-term or long-term projects; advising senior management on operational matters; an ability to understand and interpret management information; possess a clear understanding of the strategic aims of the related area of work; possess the ability and confidence to make decisions on behalf of the line manager, where appropriate; strong task management skills and an ability to organise and prioritise own work load; line management duties; instrumental role in special interest committees.

Personal and professional development

Development options to consider when working towards this level

On the Job Learning

Develop an ability to deal with more formal correspondence on behalf of senior staff; take on additional duties to expand knowledge and increase ability to self-management and workload management skills; leading projects to develop project management skills; budget management; people management; writing proposals/reports for various audiences including senior management.

Learning from others

Mentoring/managing staff; setting up a small working group; representation at working group meetings; taking a lead role in a Community of Practice; networking and building relationships with senior colleagues; presenting and/or delivering training; attending conferences. Speaking to your manager and your direct reports.

Formal learning

Leadership/management training; project management training; relevant qualification/membership from a professional body.

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