

JOB DESCRIPTION
Administrative Services Manager
Vacancy Ref: N1952

Job Title: Administrative Services Manager	Present Grade: 6S
Department/College: Vice-Chancellor's Office (VCO)	
Directly responsible to: Chief of Staff & Director of Strategic Projects	
Supervisory responsibility for: 1 Executive Assistant, 4 Personal Assistants, 1 Assistant to the SEO/Receptionist	
<p>Other contacts</p> <p>Internal: Lancaster University's Senior Leadership Team, including the Pro Chancellor, Vice-Chancellor, Pro-Vice-Chancellors, Chief Administrative Officer & Secretary, Faculty Deans, other Senior Officers, University Departments and Professional Services Divisions and Senior Executive Officer.</p> <p>External: UK HEIs, international HEIs, governing bodies, international, public and private sector organisations.</p>	
<p>Major Duties:</p> <p>The post-holder will lead and co-ordinate the administrative support team and services that underpin the Vice-Chancellor's Office (VCO). The postholder must also be flexible and willing to provide PA cover service to the senior officers as and when required e.g. during staff absence.</p> <p>General Content:</p> <p>Leadership and Supervision of VCO Administrative Team</p> <ul style="list-style-type: none"> To effectively lead, manage and develop the administrative team within the Vice-Chancellor's Office, ensuring that the needs of the senior officers are successfully met. Responsibilities include the recruitment, training and induction of new staff, development and training and the undertaking of team members' annual performance and development review. <p>Office Co-ordination</p> <ul style="list-style-type: none"> 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. <p>PA support cover</p> <ul style="list-style-type: none"> To deliver a professional, confidential, equitable and inclusive PA cover system to each of the senior officers in the absence of their personal assistants, situated within the Vice-Chancellor's Office (e.g. to provide cover for all annual leave and unforeseen absences across the PA/EA team). Responsibility includes pro-actively monitoring, evaluating and reviewing service delivery and adapting and improving it as and when required. <p>Executive Support</p> <ul style="list-style-type: none"> To provide a confidential and high-level executive PA service to the Pro Chancellor who chairs the Council the University's governing body. <p>General duties:</p> <ul style="list-style-type: none"> To respond swiftly and accurately to all enquires; To work with minimal supervision, independently or as part of a busy team; To frequently review the operation of existing processes, make recommendations to the executive team for changes and improvements and to ensure consistent high quality service delivery; Through consultation with the Chief of Staff and other members of the executive team, to support the future planning and management of resources; 	

- To be responsible for supporting the development and maintenance of internal networks involved in service delivery across the University;
- To oversee the coordination of any in or outbound institutional VIP visits. To check that all arrangements and logistics are confirmed and in place and executed to a high standard in order to maintain and enhance the reputation of the University;
- To assist the Senior Executive Officer in relation to the development, maintenance and appropriate financial controls of VCO budgets.
- To assist, when necessary, with the co-ordination of Lancaster University events for visitors programmes and functions;
- When requested by the senior management team to organise and service ad hoc meetings or working groups, including preparation of papers, presentations and taking minutes, and following up on any actions;
- To provide other ad hoc services to the Vice-Chancellor, Pro-Vice-Chancellors and the Senior Executive Officer when required as determined by the Chief of Staff;
- To ensure the delivery of an outstanding administrative support service to the University's senior officers and act as important point of contact to colleagues across the University.
- To execute any other duties or projects appropriate to the grade as determined by the Director of Strategic Projects & Chief of Staff.
- In the absence of the Chief of Staff (e.g. when he is travelling and out of contact or on leave) the postholder may seek advice and counsel from Senior Executive Officer or the Chief Administrative Officer and Secretary.