

# **SCHOOL COORDINATOR AND PERSONAL ASSISTANT TO HEAD OF SCHOOL**

Faculty Professional Services  
Norwich Business School

SC4756

**CANDIDATE BROCHURE**



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# WHAT MAKES UEA SO SPECIAL?

The University of East Anglia is a publicly funded major UK research and teaching university. It was built to embody a radical new vision for higher education, where interdisciplinarity is crucial and excellence in both research and teaching is valued. UEA consistently ranks within the top quarter of universities in the UK for the quality of research and teaching.

As a major regional employer and cultural centre, we take our regional civic responsibilities very seriously and have kept our sights on the people and place we call home. In fact, we launched our University Civic Charter in October 2023; created from in-depth community engagement, renewing our commitment to the region as part of our 60th anniversary.

There are many things which make UEA special, not least of which is the community of staff and students that work and study here. UEA includes three Nobel prize winners, including Sir Paul Nurse and Sir Michael Houghton, and many fellows of the Royal Society and British Academy amongst our alumni and current staff.

Our campus is home to Sir Denys Lasdun's iconic brutalist architecture set in hundreds of acres of beautiful country park that includes a large broad (lake). In the spirit of Lasdun's ambition to inspire an anatomy of ideas, today, UEA is tackling some of the key challenges of the changing world. UEA's research combines disciplines

and breaks new boundaries across its priority research themes of climate, creative and health.

UEA is the place where global warming was first documented. Since the 1970s, UEA's Climatic Research Unit, and more recently Tyndall Centre for Climate Change (Headquarters hosted at UEA), have played a pivotal role in developing temperature records and climate models, contributing to the understanding of climate change, and informing global policy. Our Professors Corinne Le Quere, Rachel Warren and Robert Nicholls were recipients of Nobel Peace Prize (2007), awarded to Al Gore and the Intergovernmental Panel for Climate Change (IPCC) in recognition of efforts to increase public knowledge of anthropogenic climate change. Environmental Science and Global Studies at UEA continue to be a major powerhouse for research and teaching.

UEA is widely regarded as a pioneer in creative writing, having established the UK's first Creative Writing Masters programme in 1970. This renowned programme has since attracted and produced numerous successful writers, including Booker Prize winners such as Ian McEwan and Anne Enright, and Nobel Prize Winner Kazuo Ishiguro. In recent years, UEA academics have played a pivotal role in the discovery and presentation of the Gloucester Royal shipwreck (Norfolk's Mary Rose). Our iconic Sainsbury Centre for Visual Arts is a major museum and arts research facility.



Health research at UEA not only embraces the Faculty of Medicine and Health but draws in research from both social and natural sciences. Research under this theme has made major contributions in the fields of healthy ageing, epidemiology and involving citizens (via our innovative Citizens' Academy) in improving health care outcomes. This theme benefits from close association with the other major research institutes on the Norwich Research Park; notably the Norfolk and Norwich University Hospital and the Quadram Institute. The Norwich Cancer Research Network, and Norfolk Institute for Healthy Ageing, are examples of key mechanisms for delivery of real impact from health research at UEA.

UEA has been a major success over the last 60 years and looks forward with confidence to the next 60 years.

For an informal discussion about the post please contact Jenni Maxwell, School Manager at Norwich Business School via [j.maxwell@uea.ac.uk](mailto:j.maxwell@uea.ac.uk).

## UEA is part of the Norwich Research Park

Norwich Research Park (NRP) membership locates UEA in one of the largest concentrations of research institutes in the whole of Europe – four independent internationally-renowned research institutes: John Innes Centre, Quadram Institute, Earlham Institute and The Sainsbury Laboratory; with the University of East Anglia and Norfolk and Norwich University Hospitals NHS Foundation Trust, supported and funded by The John Innes Foundation, The Gatsby Foundation, and UKRI Biotechnology and Biological Sciences Research Council.

The NRP provides an ideal environment for collaborative use of infrastructure and facilities, with a single portal for academics and businesses to access the specialist facilities across the Park.

The Enterprise Centre is a regional business, knowledge and innovation hub, with workspace provision and supports over 80 businesses working alongside UEA staff and students in a dynamic and vibrant entrepreneurial community. On the wider NRP, there are dedicated laboratory and office spaces in the Innovation Centre and Centrum hosting over 600 staff within a total of 115 businesses and spinouts.



# OUR BENEFITS

UEA offers a fantastic benefits package for staff. We recognise all our staff have different priorities and lifestyles so we are continually reviewing our offering to ensure there are benefits which suit everyone. Current benefits include:



Competitive Rates of Pay



20 Days Holiday



14 Additional Statutory and Customary days



Contributory Pension



Staff Development



Sportspark Discount



Research Support



Health and Wellbeing



Library



Campus Facilities



Care Leave Policies



Sainsbury Centre for Visual Arts



Ofsted Outstanding Nursery



And much more!

Further information can be found on our [Staff Benefits page](#).

# THE ROLE

The School Coordinator and Personal Assistant to Head of School will coordinate the work of the School Faculty Professional Services (FPS) team. You will work closely with the School Manager to support all aspects of the operational running of the School, including administrative and financial processes linked to teaching, research, innovation and quality assurance. You will be line manager to two School Administrators and will also provide Personal Assistant support to the Head of School, who is responsible for the academic management of the School. Approximately 80% of your time will be spent on team management and operational administration, and 20% on assistance to the Head of School.

Each School within the Faculty of Social Sciences has a School Coordinator and we have a common job description to support this role. The focus of the role in each School will be different and post holders may not undertake all the tasks outlined in the job description or there may be a different balance in each School.

## KEY RESPONSIBILITIES

### TEAM LEADERSHIP

- To provide leadership, guidance, and support to the School FPS team.
- To take a proactive role in presenting a customer-focussed service to students, staff and external bodies.
- To plan the work of members of the FPS team and maintain an overview of the administrative support function.
- To assist in the recruitment, induction, supervision and appraisal of administrative staff.

### SCHOOL MANAGEMENT SUPPORT

- To manage the recruitment and appointment processes for academic and other School staff, working closely with the School Manager and the recruitment panel.
- To coordinate temporary employment contracts (specifically, but not limited to, Associate Tutors), working with the School Manager to ensure compliance with University procedures.
- To coordinate induction arrangements for all new academic and other School staff, and where applicable to keep staff handbooks up-to-date.
- To assist in maintaining records of academic (and other School) staff absence, including annual leave, study/sabbatical leave, sickness absence and training. Supporting staff in using online systems and ensuring the return of reports where needed.
- To assist in the planning and organisation of academic staff appraisals, keeping records of appraisal dates and actions arising from appraisal exercises.
- To provide administrative support for key School committees, including the School Executive Team and School Board.
- To support the infrastructure needs of the School through liaison with central divisions.
- To arrange workstation assessments and other Health & Safety referrals to Human Resources.

### RESOURCES AND FINANCE

- To monitor budgets and exercise budgetary control as required.
- To ensure adherence to University Financial Regulations in purchasing,

## **THE ROLE (CONTINUED)**

expenditure and expenses activities undertaken by the School, e.g. the ordering of goods and services, travel, hospitality and conferences.

### **LEARNING AND TEACHING**

- To prepare all School examination papers to the University timetable.
- To maintain records of Peer Observations of staff teaching.
- To provide administrative support for academic field-course organisers with arrangements (where relevant).
- To provide administrative support for the School's Student Partnership Officer with Staff Student Liaison Committees and any School "buddy" systems.

### **PERSONAL ASSISTANT TO THE HEAD OF SCHOOL**

- To be the first point of contact for the Head of School – answering general enquiries, proactively deal with a wide range of incoming correspondence to the Head of School and coordinating follow-up actions.
- To keep abreast of current School activities and future plans in order to effectively prioritise, deal with issues proactively and be a source of information within the School for staff and visitors.
- To manage the Head of School's diary, arranging meetings and appointments, including travel arrangements, liaising and prioritising as appropriate.

### **ANY OTHER DUTIES**

- To undertake any other duties as required by the School or Senior Faculty Manager commensurate with the grade of the post.

# THE PERSON

## EDUCATION, EXPERIENCE AND ACHIEVEMENTS

- A good standard of education with a minimum of five passes at GCSE level at Grades A-C (including Mathematics and English) or equivalent qualifications, or equivalent experience (E)
- Proven experience of working as a Personal Assistant (E)
- Experience of working with Microsoft Office, including Word, Excel, Outlook, Teams and PowerPoint (E)
- Experience of running an office, setting up/developing administrative procedures and systems (E)
- Experience of independent working and of working in a team (E)
- Experience of negotiating and prioritising workloads (E)
- Evidence of good customer relations in person, by telephone, in writing and electronically (E)
- Experience of organising meetings and taking minutes (E)
- Experience of supervising staff, including motivation and leadership (E)

- Experience of liaising with external contacts, who may be at a senior level within their organisation (E)
- Evidence of event and project management (D)

## SKILLS AND KNOWLEDGE

- Good Personal Assistant skills (E)
- Excellent IT skills (Word, Excel, e-mail and Teams) (E)
- Excellent communication and interpersonal skills with ability to deal face-to-face, via telephone or Teams and in writing with staff, students and external contacts from a variety of backgrounds, cultures and nationalities (E)
- Excellent organisation skills (E)
- Knowledge/skilled use of PowerPoint presentations, Blackboard and web authoring packages (D)

## PERSONAL ATTRIBUTES

- Ability to use own initiative and resolve simple problems (E)
- Self-motivated with the ability to work both independently without supervision and within a team (E)
- Ability to generate accurate data/information from database record systems (E)

- Ability to work sensitively with different people's needs (E)
- Ability to produce work to a consistently high standard, with attention to detail, within tight deadlines, and to prioritise work (E)
- Willingness to be flexible (E)
- Willingness to undertake further training and learn new IT and other skills (E)
- Ability to maintain confidentiality and high level of discretion (E)
- Be able to exercise judgement in making decisions (following established procedures) or referring to others (E)

## SPECIAL CIRCUMSTANCES

- Willingness to attend some occasional events involving late, evening or weekend working (E)
- Due to the cycle of the academic year, annual leave may be restricted during periods of peak activity (E)

**Essential Requirements (E)** are those, without which, a candidate would not be able to do the job.

**Desirable Requirements (D)** are those which would be useful for the post holder to possess and will be considered when more than one applicant meets the essential requirements.



# FURTHER INFORMATION

The post is available from 2 December 2024, or soon as possible thereafter, on an indefinite full-time basis.

Salary will be £26,038 to £29,659 per annum on Grade 5 on the single salary spine.

**Place of Work** - The University is strongly committed to providing an excellent student experience and research environment, and it is expected that all staff will be available on campus to carry out their duties during their working week in support of these goals. We have a hybrid-working policy which supports a mix of at home and on campus 'hybrid' working for many roles. For the majority of hybrid roles, the expectation is a minimum of 60% of working time will be spent physically present in the workplace.

The flexibility of the hybrid-working policy allows the possibility of some remote working, but it is the expectation that all appointments will be UK based, with any overseas working agreed in advance by exception only.

If successful you will be asked to show evidence of right to work in the UK prior to any formal offer being made. Non-British and non-Irish nationals entering the UK to undertake employment or who are currently in the UK will have to meet eligibility criteria under the points-based immigration system. The University may be able to provide sponsorship under the Skilled Worker route if relevant criteria are met. Please note, due to the complexities of the immigration system, Skilled Worker visa sponsorship is not guaranteed for every role. If you would like further information about whether this role is eligible for visa sponsorship, please contact [staff.visacompliance@uea.ac.uk](mailto:staff.visacompliance@uea.ac.uk).

The post is superannuable under the Group Personal Pension and there is an annual holiday entitlement of 20 days plus statutory (8 days) and customary (6 days) holidays. The University is committed to creating an environment where the health, welfare and safety of all students and staff is of paramount importance. The University's Safeguarding Policy addresses both child protection and safeguarding children, young people and vulnerable adults within the work of the University. Appointment will

be subject to satisfactory pre-employment checks, which may include an Occupational Health assessment.

Information on the benefits of working at UEA can be found at <https://www.uea.ac.uk/about/working-at-uea>.

If you require the information contained within this candidate brochure in a different format please email [staff.recruitment@uea.ac.uk](mailto:staff.recruitment@uea.ac.uk)

## HOW TO APPLY

To apply for this vacancy, please follow the online instructions at: <https://vacancies.uea.ac.uk>

The closing date for this role is 11:59pm on **Monday 28 October 2024**.

It is anticipated that interviews will take place on **Thursday 14 November 2024** and we will inform you of the outcome of your application prior to this date.

Candidates should note that travel and incidental expenses incurred in attending an in-person interview will not be reimbursed.



# ABOUT THE SCHOOL

The University of East Anglia's Business School stands out as a premier institution in the UK, renowned for its teaching and research excellence on a global scale. Our commitment to quality is evident in our top rankings, 14th overall in the REF2021 exercise and 93% of our outputs ranked as world leading or internationally excellent. We consistently feature in the UK top rankings for various business subjects, including Accounting and Finance (24th Complete University Guide 2025), Marketing (15th Complete University Guide 2025) and Business and Management Studies (29th Complete University Guide 2025).

Offering a diverse range of postgraduate programs, we attract students from around the world to explore contemporary business and management developments. Our executive and professional education programs, such as the AMBA accredited MBA, industry led MSc in Brand Leadership and nationally recognized Help to Grow Programme, cater to professionals seeking to advance their careers.

Collaborating closely with industry leaders, our Business School fosters a dynamic environment for research and innovation. Our partnerships with large and small employers enrich our curriculum, ensuring our students are equipped with practical skills and knowledge.

As an integral part of the University of East Anglia, we align our efforts with the university's

mission to address societal concerns. By working with key stakeholders including policymakers, businesses, and third sector organizations, we leverage our expertise in areas like health and wellbeing, competition policy, and environmental sustainability to make a meaningful impact.

Since our establishment in 1995, we've cultivated a truly global community with over 100 internationally recognized academics and business experts. Our seven subject groups encompass a wide spectrum of disciplines, reflecting our commitment to interdisciplinary collaboration: Accounting and Quantitative Methods, Business Regulation, Employment Systems and Institutions, Finance, Innovation, Technology and Operations Management, Marketing, Strategy and Entrepreneurship.

Our mission is clear: to provide outstanding student learning and conduct world-class research that informs business, management, and policy thinking. We aspire to nurture world-class talent capable of transforming business and management practices, shaping the future of our society.

Join us at the University of East Anglia's Business School and become a part of a vibrant community dedicated to pushing the boundaries of business innovation and fostering ethical leadership for the future.



# ABOUT THE FACULTY

Faculty Professional Service (FPS) is the collective name for a community of interdisciplinary teams based across the University campus. These teams consist of a range of professional services staff who work as business partners with academic units, students, central University services, and a huge range of external stakeholders. We operate in a multitude of campus environments and in many diverse roles including Laboratory Technicians; Executive Personal Assistants; Events Coordinators; and School Business Management Teams. We are a group of creative problem solvers with the business agility and skills to make things happen, and a cultural ethos that promotes positive change and continuous improvement.

The Faculty of Social Sciences is a vibrant and stimulating environment, which is home to seven Schools of study at the forefront of teaching and research in a range of social science and professional subjects:

- School of Economics (ECO)
- School of Education and Lifelong Learning (EDU)
- School of Global Development (DEV)

- UEA Law School (LAW)
- Norwich Business School (NBS)
- School of Social Work and Sociology (SWK & SOL)
- School of Psychology (PSY)

As a Faculty we:

- Provide high-quality learning and teaching, and postgraduate training, aimed at developing critical reasoning skills and employability;
- Generate research and scholarship across disciplines that not only contribute to the development of disciplines themselves, but also produces socially useful new knowledge; and;
- Put enterprise and engagement, locally and globally, at the heart of our mission.



# OUR VALUES

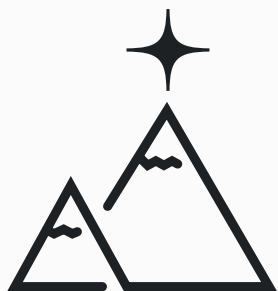
Shaped by staff, our UEA values represent a core set of standards for how we behave as an employer, drive excellence in teaching, learning and research, and collaborate as an anchor institution in our local community.

From tackling global challenges, striving for student and staff success, and creating a vibrant inclusive environment, our values are what unite us.

- ✦ AMBITION
- ✦ COLLABORATION
- ✦ EMPOWERMENT
- ✦ RESPECT



## OUR VALUES (CONTINUED)



### AMBITION

**We are ambitious for our future success.**

We are forward-thinking and brave in our approach and decisions. We make space for innovation and creativity, seizing opportunities that are responsible and sustainable. We are ambitious for the advancement of education and research.



### COLLABORATION

**We are collaborative in our approach.**

We work together with shared purpose. We build connections, share ideas and develop new networks. We champion our regional, national and global relationships and demonstrate that together we can achieve greater goals and positively influence the world around us.



### EMPOWERMENT

**We empower ourselves and each other.**

We develop ourselves and others, trusting people to make decisions based on their expertise and knowledge. We continually improve systems and processes to support us in working in an agile and efficient way.



### RESPECT

**We respect each other.**

We treat everyone with respect and dignity. We value diversity and foster a community where people can express different thoughts and views. We are open to challenge, so we can learn and improve. We encourage a positive, inclusive environment where everyone has opportunities to fulfil their potential.

# ACCOLADES

- Queen's Anniversary Prizes for Higher and Further Education have been awarded to UEA for international development studies (2009), creative writing (2011) and environmental sciences (2017). Notable alumni include Sir Paul Nurse (1973, Nobel Prize for Medicine 2001), Kazuo Ishiguro (1980, Nobel Prize for Literature 2017), Michael Houghton (1972, Nobel Prize for Medicine 2020) and Sarah Gilbert (1983) who led the Oxford University team to develop a COVID-19 vaccine, approved in 2020.
- Our Doctoral College, established in 2018, hosts six Doctoral Training Partnerships and integrates Faculty and School provision for 1600 Postgraduate Research Students (including those from across the Norwich Research Park), enabling collaboration and innovation.
- We recognise our global impact and were one of the first universities to declare a climate and biodiversity emergency in June 2019. Our sustainable campus, including over 50 acres of environmentally valuable parkland, is constantly evolving with ambitions to be 100% net zero by 2045 or sooner.
- UEA is a University of Sanctuary, an accreditation given to universities that show an ongoing commitment to creating a welcoming culture of inclusivity and awareness.
- UEA was awarded the Silver Athena SWAN Award in 2019, and all our Schools hold awards at Bronze or Silver.

**A vibrant place to study, learn and work, UEA is a very special place.**



# A SUSTAINABLE UNIVERSITY

At UEA, we are now working to create a university that will be even better in the future, and we are working to achieve net zero carbon by 2045 (or earlier). Our Sustainable Ways vision is one of a resilient university – where consumption is efficient and self-generated energy supports low carbon goals, supported by a vibrant community of world-leading researchers and inspired graduates.

At a basic level, our sustainable development means that we try to balance the ‘three pillars’ of environmental, economic and social elements.

We challenge our environmental impact through on-site energy generation and a district heating and cooling network, reducing our reliance on grid electricity and therefore fossil fuels. We promote and use recycled and ‘eco’ products such as biological cleaning materials. We champion local suppliers and ethical causes, including Fairtrade and vegan products. We seek to ensure value for money in a holistic, whole-life costing sense in our new buildings and procurement contracts.

## OUR INITIATIVES

Central campaigns, such as holiday shut-downs or awareness day events, support a whole-University approach to energy saving and other initiatives.

Follow us on Twitter [@SustainableUEA](https://twitter.com/SustainableUEA)



# OUR CAMPUS

UEA is based on a campus that provides top quality academic, social and cultural facilities to over 17,000 students.

Although located in 320 acres of rolling parkland, virtually no part of the campus is more than a few minutes' walk from anywhere else, so everything is close at hand – the library, nursery, health centre, supermarket (incorporating a post office), banking facilities and restaurants. Amongst the striking buildings is the UEA's Sainsbury Centre for Visual Arts, which contains the Robert and Lisa Sainsbury Collection – one of the greatest art collections formed in Europe during the 20th Century.

The University has invested in new learning and teaching and research spaces, including a celebrated new Enterprise Centre that underpins its commitment to promoting student enterprise and entrepreneurship.

Sport and Recreation plays a major part in the life of the University of East Anglia, centred around the major Sportspark facility which is one of the most successful community sport facilities in the UK. This accessible and affordable facility provides a diverse range of activities, and incorporates a 50m Olympic size swimming pool, indoor climbing wall, coaching resource centre and sports injury clinic.





# NORWICH

## A CITY OF STORIES

The city's motto is 'A fine city' and its strong cultural heritage has seen Norwich maintain the best of its historical character whilst developing to become one of the most vibrant and attractive cities in Europe. Norwich offers miles of riverside walks and cycle ways, and a unique collection of 1930's parks. The city is surrounded by beautiful countryside and within easy reach of the stunning Norfolk coast.

Norwich is a UNESCO World city of Literature, the first in the UK, as well as being one of the newly named Tech Cities recognising the growth of digital businesses in the region. The most prominent high-rise building, apart from the castle, is the magnificent 11th century cathedral, which still dominates the skyline. The city's medieval centre of cobbled streets remains largely intact, but there is still space for modern buildings such as the city's centrepiece, the Forum, which is a striking piece of contemporary architecture. The glass front overlooks the colourful open-air market (one of the largest in the country) and reflects the city in all its diversity.

The city is consistently rated as one of the top ten shopping venues in the UK. Norfolk and Suffolk attract thousands of visitors each summer. The famous Norfolk Broads are among the most important wetlands in Europe and a haven for rare plants, wildlife and insects. The Broads attract holidaymakers who come to navigate the intricate natural network of waterways formed by the Rivers Bure, Yare and Waveney and their tributaries.

For further information about UEA's excellent facilities, staff benefits, picturesque campus and the UEA working environment, please visit the 'Careers at UEA' microsite <https://www.uea.ac.uk/about/working-at-uea>. Additional information about living and working in the city of Norwich can be found at <https://www.workinnorwich.co.uk/>



*If there is another city in the United Kingdom with a school of painters named after it, a matchless modern art gallery, a university with a reputation for literary excellence which can boast Booker Prize-winning alumni, one of the grandest Romanesque cathedrals in the world, an extraordinary new state-of-the-art public library then I have yet to hear of it. Norwich is a fine city. None finer.*

**STEPHEN FRY**



# LOCATION

Some cities you've heard of, others you have to discover. Norwich is one of the most beautiful, modern historic cities in Britain. It's a city that celebrates the independent, stimulates creativity, promotes change and encourages diversity.

UEA is a campus university located 3 miles from the centre of Norwich. Situated in the heart of Norfolk, which means it's an ideal location to explore Norwich and beyond.

## BY RAIL

LONDON • 2 HOURS

CAMBRIDGE • 1 HR 15 MINS

BIRMINGHAM • 4 HOURS

Many European cities (including Paris and Amsterdam) easily accessible by train

## BY ROAD

KINGS LYNN • 1 HOUR

CROMER • 45 MINUTES

SOUTHWOLD • 1 HOUR

## BY AIR

NORWICH AIRPORT • 20 MINUTES

STANSTED AIRPORT • 2 HOURS

London is a major airline hub and all main international destinations are easily accessible



An internationally renowned university, UEA is ranked in the UK Top 30 (The Times/Sunday Times 2024, Guardian University Guide 2023 and Complete University Guide 2023) and the World Top 50 (Times Higher Education Impact Rankings 2023), where it ranks in the World Top 100 for research citations (Times Higher Education World University Rankings 2023), reflecting the international excellence of its research environment. The University holds UK Teaching Excellence Framework Silver status.

### Equality, Diversity, Inclusion and Wellbeing

The University is committed to diversifying its workforce and to the wellbeing of all our staff. For example, we already hold an Athena Swan Silver Institutional Award in recognition of our advancement towards gender equality. Further details on our broader Equality, Diversity, Inclusion and Wellbeing work can be found on our [website](#).

