

HEAD OF SCHOOL PA

Faculty Professional Services

Faculty of Science

SC4677

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 Joanne Yaxley, School Manager, via joanne.yaxley@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

To provide an efficient, high quality, flexible and pro-active professional high level administrative and secretarial support to Heads of School and members of Schools' Strategic Leadership Teams.

To work independently and use own initiative and judgement in order to make decisions.

The post will be based within a Science FPS office and aligned to one or more schools of study within the Faculty of Science.

The post-holder will be expected to work on campus for up to 3 days per week (0.6 FTE or equivalent on a pro rata basis for part-time staff) on a rota basis. This may change depending on business need and time of year. Full-time working on campus can be accommodated if desired.

The post holder will be expected to work across all Science Schools including being based in a different office as required

KEY RESPONSIBILITIES

PERSONAL ASSISTANT SUPPORT

- To be the first point of contact for the Head of School, answering general enquiries and co-ordinating follow-up action, ensuring that requests are prioritised and addressed to meet deadlines.
- Communicate effectively with all staff and with a wide range of internal and external stakeholders, passing on messages, information and instructions sensitively on behalf of the Head of School, liaising with colleagues in the

wider Faculty and other divisions as required.

- To manage and maintain complex digital diaries, arrange meetings, communicate arrangements, make travel and accommodation bookings and support expenses claims. Ensure the Head of School is prepared for forthcoming meetings by proactively coordinating and providing committee agendas and papers.
- To be familiar with the main responsibilities of the Head of School, to pro-actively deal with important, complex, confidential and non-standard enquiries from both internal and external partners by telephone, email, digital (e.g., Microsoft Teams) or letter, undertaking background research and using own initiative and judgement to resolve issues.
- Provide administrative support for meetings: drafting agendas, collating and reports and circulating papers, taking accurate minutes/notes, recording and ensuring timely follow up of actions, acting as a prompt and co-ordination point to colleagues on high priority items that require immediate action.
- To provide a high level of administrative support, including undertaking editorial and presentational work on documents, preparing and/or finalising letters, presentations and reports including confidential items.
- To support Senior Leadership Team colleagues with diary and meeting management, liaising with a range of key external stakeholders as required.

THE ROLE (CONTINUED)

KEY RESPONSIBILITIES CONTINUED

SCHOOL ADMINISTRATIVE RESPONSIBILITIES

- To take responsibility for co-ordinating the recruitment, appointment, induction and leaver processes for academic staff, working closely with the People and Culture team.
- To maintain records of academic staff absence, including annual leave, study/sabbatical leave, sickness absence and training.
- To take responsibility for the planning and organisation of academic staff appraisals, liaising with Head of School and other Senior Leadership team members as required.
- Meeting and greeting visitors as necessary, in a polite and professional manner, organising hospitality for meetings and events as required.
- To develop, maintain and manage digital filing systems, ensuring that these are operating efficiently and effectively, and making changes/improvements as appropriate.
- To support the School Manager / School Coordinator in delegating tasks and supervising workload within the team.
- To support the School Manager / School Coordinator in performing annual appraisals for Grade 3 & 4 staff within the team.
- To identify training and development needs and deliver training to new colleagues within SCI-FPS on systems, procedures and best practice.
- To assist the School Manager / School Coordinator with project work, assisting with drafting project plans, delivering tasks and outcomes, taking responsibility for managing staff resources in the team and wider SCI FPS team as required.

- To oversee the development and continuous improvements of efficient and effective administrative systems and processes.

RESOURCES AND FINANCE

- To exercise budgetary control and monitor budgets as required. The post holder will be an authorised signatory on some accounts and able to order goods and services.
- To ensure adherence to University Financial Regulations in purchasing and expenditure activities undertaken by the school, e.g. the ordering of goods and services, travel, hospitality and conferences, and the signing off of expenses.

OTHER DUTIES

- Any other duties commensurate with the grade of the post, as may be assigned by the Senior Faculty Manager, School Manager or School Coordinator.

THE PERSON

EDUCATION, EXPERIENCE AND ACHIEVEMENTS

- A good standard of education with a minimum of five passes at GCSE or equivalent at Grades A-C including Mathematics and English (E)
- Qualifications in ICT and/or Microsoft Office such as OCR, RSA Level III or equivalent in word processing (D)
- Experience of working as a secretary or personal assistant, to a high level, in a busy office environment (E)
- Experience of personal assistance to senior managers or senior management (D)
- Experience of working effectively with managers and staff at all levels (E)
- Experience of supervising staff (D)
- Experience of working with Microsoft software (E)
- Experience of running an office, setting up and developing administrative procedures and systems (E)
- Experience of independent working (E)
- Experience of working in a team (E)
- Experience of negotiating and prioritising workloads (E)

- Evidence of good customer relations in person, by telephone and/or in writing (including email) (E)
- Experience of working with office procedures and admin systems (E)
- Experience of organising meetings and taking minutes (E)

SKILLS AND KNOWLEDGE

- Excellent secretarial/PA skills (E)
- Excellent interpersonal and communication skills (E)
- Good IT skills (E)
- Excellent organisational and time management skills (E)
- Ability to produce grammatically accurate e-mails and correspondence (E)
- Ability to communicate effectively with staff and students internally and external contacts both in person and by telephone (E)
- Ability to generate accurate data/information from database record systems (E)
- Ability to work effectively to tight deadlines with several priorities (E)

- Knowledge/skilled use of:
 - PowerPoint presentations (D)
 - Blackboard (D)
 - Web authoring packages (D)

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.

THE PERSON (CONTINUED)

PERSONAL ATTRIBUTES

- Professional ‘can do’ attitude (E)
- Ability to work sensitively with different people’s needs (E)
- Pro-active and able to work independently without close supervision (E)
- Ability to use own initiative and resolve simple problems (E)
- A team player (E)
- Willingness to be flexible in the nature of the support role (E)
- Willingness to learn and develop (E)
- Appreciation of issues of confidential and/or a sensitive nature and able to maintain a high level of discretion (E)
- Diplomatic and tactful (E)
- Commitment to equality and diversity (E)

SPECIAL CIRCUMSTANCES

- Willingness to attend some occasional social events involving late/evening 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 9 September 2024 on an indefinite full-time basis.

Salary will be £25,138 to £28,759 per annum on Grade 5 on the single salary spine.

Place of Work - The University is supporting a hybrid-working pilot of at home and on campus 'hybrid' working for many roles. We encourage discussions about how your working arrangements can be agreed to best balance the needs of the role and your personal circumstances.

The flexibility of the hybrid-working model 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.

There will be varying requirements for different roles, further details will be discussed at interview.

This vacancy is not eligible for sponsorship. The successful candidate must hold or obtain permission to work in the UK, which would allow them to take up this post.

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, pro rata for part-time. 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

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 **Thursday 11 July 2024**.

Please note that the application form contains an Equal Opportunities section which must be completed. The Equal Opportunities information will not be made available to the selection panel and will not form any part of either the short-listing or decision making process.

It is anticipated that interviews will take place on **Wednesday 21 August 2024** and if you have not heard by this date please assume you have not been shortlisted on this occasion.

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



ABOUT FACULTY PROFESSIONAL SERVICES

FACULTY PROFESSIONAL SERVICES

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 Co-ordinators; 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.



ABOUT THE FACULTY OF SCIENCE

The Faculty of Science is home to a vibrant community of students, staff, and visitors. Our lively environment allows high quality, innovative research across a broad spectrum of themes. This vibrant culture provides a base for our research-led teaching and underpins all our activities from influence of government policy to presentations at local schools.

Our seven Schools of Study engage in world leading research. You can find out more about activities in our Schools on our Faculty information pages.

- School of Biological Sciences
- School of Chemistry
- School of Computing Sciences
- School of Environmental Sciences
- School of Engineering
- School of Mathematics
- School of Pharmacy

Our Schools are bolstered by degree courses in Actuarial Science, Natural Sciences, Physics and Geography.

We are also part of the Aurora Network, a network united by our commitment to build a different kind of inclusive university community. Learn more about the Aurora University Network on their website.

“Science at UEA is remarkable for its collaborative, dynamic and ambitious outlook and we are looking for new faculty members who can both contribute to and benefit from this wonderful environment for research and teaching.”

Professor Mark Searcey Pro-Vice Chancellor Science



OUR VALUES

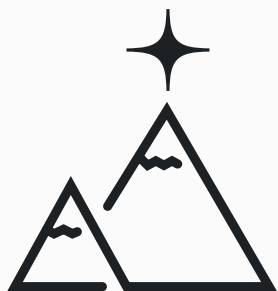
Shaped by staff, our UEA values represent a core set of standards for how we behave as an employer, drive excellence in teaching, learning and research, and collaborate as an anchor institution in our local community.

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](#).

