



Job Title	Personal Assistant
Location	Paulshof, Johannesburg
Industry	Academic
Salary	±R 33K – R 36K p/month (R 400K – R 435K p/annum)

Purpose

To prioritise all activities within the Office of the Dean in support of the strategic plans of the organisation.

Reporting directly to the Dean provide executive support in a one-on-one working relationship, by effectively managing his varied schedule and performing multiple, complex and confidential administrative, secretarial, and analytical and research duties in a professional and timely manner. Duties performed require considerable confidentiality, initiative, tact, and mature and independent judgment. Enhances the Dean's effectiveness by providing information management support, and representing the Dean to others.

Serve as the primary point of contact for internal and external clients on all matters pertaining to the office of the Dean. Serve as a liaison to the board of directors and senior management teams, organises and co-ordinates executive relations efforts, and oversees special projects.

This classification requires leadership qualities such as adaptability, flexibility, dependability and accountability. Much of the work is self-appointed, and requires a high degree of professional independence, initiative and self-discipline.

The role will involve managing and following up on various activities or projects and bringing system, clarity and completion to these.

Role and Responsibilities

The Personal Assistant must be creative and enjoy working within an entrepreneurial environment that is mission-driven, results-driven and project oriented. The ideal individual will have the ability to exercise good judgment in a variety of situations, with strong written and verbal communication, administrative, and organisational skills, and the ability to maintain a realistic balance among multiple priorities. Assisting as and when required with personal matters. Supporting the Dean in being able to run his office optimally.



The Personal Assistant must have the ability to work under pressure, adapt with ease to constant change in a fast-paced environment, and at times to handle a wide variety of activities and confidential matters with discretion.

Strategic Priorities

Works closely with the Dean in co-ordinating his strategic priorities.

Executive Support

- Completes a broad variety of administrative tasks for the Dean including: managing an extremely active calendar of appointments, completing expense reports, composing and preparing correspondence that is sometimes confidential, arranging complex and detailed travel plans, itineraries, and agendas, and compiling documents for travel-related meetings.
- Plans, coordinates and ensures the Dean's schedule is followed and respected.
 - Provides "gatekeeper" and "gateway" role, creating win-win situations for direct access to the Dean.
- Receive and screen communications to the Dean including telephone calls, mail and email messages, and provide assistance using independent judgment to determine those requiring priority attention, research and respond to communications as appropriate.
- Act as liaison between the public and represent and communicate issues and directives.
- Provides a bridge for smooth communication between the Dean and internal departments, demonstrating leadership to maintain credibility, trust and support with senior management staff.
- Works closely and effectively with the Dean to keep him well informed of upcoming commitments and responsibilities, following up appropriately.
 - Acts as a "barometer," having a sense for the issues taking place in the environment and keeping the Dean updated.
 - Notifying the Dean of visiting faculty, VIP guests, and other stakeholders that will be on campus.
- Successfully completes critical aspects of deliverables with a hands-on approach, including drafting acknowledgement letters, personal correspondence, and other tasks that facilitate the Dean's ability to effectively lead and grow the company.
- Create and keep up-to-date a master list of key projects, key clients and stakeholders, other international associates and various senior external stakeholders, customers and clients.



- Be a brand ambassador to the organisation.
- Prioritises conflicting needs, handles matters expeditiously, proactively, and follows-through on projects to successful completion, often with deadline pressures.

Board Support and Liaison

- Serves as the Dean's administrative liaison to the board of directors.
- Assists board members with travel arrangements, lodging, and meal planning as needed.
- Facilitates communication, plans events, distributes information, drafts agendas and schedules meetings and records the minutes.
 - Ordering supplies, reserving conference room space etc.
- Maintains discretion and confidentiality in relationships with all board members.
- Adhere to compliance with applicable rules and regulations set regarding board and board committee matters, including advance distribution of materials before meetings in electronic/paper format.

Senior Management Liaison

- Participates as an adjunct member of the executive team including assisting in scheduling meetings and attending all meetings.
- Assists in co-ordinating the agenda of senior management team meetings and staff meetings.
- Chasing on commitments, accountabilities and progress on any activities or projects at the school as directed by the Dean.
- Provide status reports to Dean.

Managing the day-to-day operations of the office

- Organising and maintaining files and records.
- Planning and scheduling meetings and appointments.
- Managing projects and conducting research.
- Preparing and editing correspondence, reports, and presentations.
- Making travel and guest arrangements.
- Providing quality customer service.
- Follow up on sensitive customer complaints and inquiries.
- Working in a professional environment.

Schedule Management

- Provide administrative, organisational and scheduling structure to support the Dean.



- Co-ordinates the Dean's schedule, prioritising functions and appointments, and other itinerary specifics ensuring that meetings, deadlines presentations and other duties of the Dean's office are carried out seamlessly.
- Co-ordinate and organise meetings, including notification to prospective attendees, set-up, pre- and post-meeting correspondence, meeting minutes and records, and any required follow up.

Records and Reports

- Record keeping of various office reports, including information relating to probationary and PDR meetings with line staff.
- Prepare a variety of complex reports, including attending meetings to gather information, conducting internet and other research and writing first drafts where necessary.
- Initiate and respond to written and verbal correspondence, including composition, editing and distribution.
- Create and maintain a system for organising and storing both electronic and hard-copy information and records for the Dean.

Skills and Disposition

- Strong organisational skills that reflect ability to perform and prioritise multiple tasks seamlessly with excellent attention to detail.
- Very strong interpersonal skills and the ability to build relationships with stakeholders, including staff, board members, external stakeholders.
- Expert level written and verbal communication skills.
- Demonstrated proactive approaches to problem-solving with strong decision-making capability.
- Emotional maturity.
- Highly resourceful team-player, with the ability to also be extremely effective independently.
- Proven ability to handle confidential information with discretion, be adaptable to various competing demands, and demonstrate the highest level of customer/client service and response.
- Demonstrated ability to achieve high performance goals and meet deadlines in a fast paced and constantly evolving environment.
- Recognises high standards of customer-focused service delivery.
- Creative problem solver, listens, patient, friendly and welcoming manner.
- Energetic and flexible approach.



- Willingness to work outside of normal hours to cover events (including weekend and some evenings).
- Forward looking thinker, who actively seeks opportunities and proposes solutions.

Formal Learning Required

Qualification Diploma in relevant field/Bachelor's Degree (preferable)

Experience

- Strong work tenure: experience supporting executives.
- Experience in the higher education sector an advantage.
- Experience and interest in internal and external communications and collaboration.
- Proficient in Microsoft Office (Outlook, Word, Excel, and PowerPoint), Adobe Acrobat, and Social Media platforms an advantage.
- Strong administrative background.
- Experience of working in a customer-facing role and evidence of providing a high quality service.
- Significant experience in working with minimal supervision.
- Experience of administration in a busy office environment.
- Experience of building effective relationships with a diverse range of people.

Supervision Received

Reporting to the Dean who provides direction, support, general advice and guidance. The post-holder will be expected to work in collaboration with other departments in South Africa.

Supervision Given

None required.

Other Activities

The post-holder will undertake other appropriate activities and projects which may be allocated by the Dean from time to time.

Contact

Direct and regular contact with various departments, other international associates and various senior external stakeholders, customers and clients.



Terms and Conditions

- Full-time position.
- Working hours are 40 hours per week.
 - Some weekend or evening work may be required for which time-off-in-lieu is permitted, subject to prior approval from the Dean.
- This document outlines the current duties required for this post to indicate the level of responsibility. It is not a comprehensive or exhaustive list and the line manager may vary duties from time to time which do not change the general character of the job or the level of responsibility entailed.

Comments

Package includes medical and retirement annuity.