



Job Description: Professional Services Leadership Position

Faculty/Directorate/Service Area:	Vice-Chancellor's Office (VCO)
Job Title:	SLT Portfolio Officer
Department/Subject:	Executive and Operational Support Team (EOST)
Salary:	Grade 7
Hours of work:	Full Time, 35 hours per week. Applications for part-time or job-sharing arrangements will be considered. The post holder will be expected to work flexibly as necessary in order to fulfil the duties and responsibilities of the post.
Contract:	This is a permanent position
Location:	This position will be based at Singleton and Bay Campuses as required. The role-holder will be expected to work flexibly, prioritising on-campus working in line with the needs of the Senior Leadership Team and the wider Executive and Operational Support Team (EOST).
Main Purpose of Post	<p>Working closely with the Head of the Vice-Chancellor's Office and Strategic Communications and the Senior SLT Portfolio Officer, the postholder will play a key role in coordinating and managing the portfolios and day-to-day activities of the Senior Leadership Team (SLT) in line with their priorities and those of the University:</p> <ol style="list-style-type: none">1. The postholder will ideally have experience of coordinating a high-level/C-suite portfolio projector work programme (either their own or on behalf of another), and of using their knowledge to successfully prioritise and manage activity against competing demands and shifting levels of urgency. This will include proactively mapping timelines for projects and initiatives, monitoring progress, ongoing actions and responsibilities (both of SLT members and their reports), following up appropriately with relevant colleagues and keeping SLT members apprised of any issues or challenges. Outstanding prioritisation and organisational skills are therefore essential.2. The postholder will have excellent written and verbal communication skills and a keen eye for detail. They will have experience of translating complex, high-level information (both numerical and prose) into digestible formats for a range of audiences, and an ability to filter key information to ensure maximum utility. They will be responsible for preparing or sourcing all written briefings, presentations and other outputs on behalf of SLT members, by working closely with colleagues across the University and engaging in desk research to source material. An excellent working knowledge of publishing software (e.g. Microsoft Word, Excel, PowerPoint, Publisher and Prezi) is therefore essential.3. The postholder will have a keen interest in the Higher Education sector and a commitment to the values and ambitions of the University. Working closely with the Vice-Chancellor's Office and Strategic Communications, they will be responsible for proactively horizon-scanning across the sector, keeping abreast of changes to the sector, policy or the regulatory framework and advising SLT members accordingly; some familiarity with the HE policy or Welsh and UK political context would therefore be advantageous. The postholder will also be responsible for keeping up to date with the strategic priorities of SLT members, their key programmes and projects and the wider activity of the University across all functions, using this knowledge to shape day to day priorities.4. The postholder will have substantial and demonstrable experience of building and managing excellent professional relationships, both for themselves and on behalf of others. They will liaise individually and collectively with members of the Senior Leadership Team (SLT) and the Professional Services Leadership Team (PSLT) along with other colleagues as appropriate, on issues relating to SLT members' portfolios. They will support SLT members with the cultivation of high-level, external relationships, and support their engagement with students, colleagues and reports internally. This will include coordinating written correspondence, including all staff emails and other corporate communications, as well as working with the VCO Operational



Team Assistants to draft responses to internal, external and student queries. The SLT Portfolio Officer will also be required to manage urgent queries on SLT members' behalf, ensuring that appropriate action is taken as agreed.

5. The postholder will be experienced in maximising the effectiveness of high-level meetings and must be willing to support SLT members with all internal and external meetings. This may include attending meetings with, or at times on behalf of, SLT members, compiling agendas and papers, producing accurate minutes and action trackers, and engaging in follow-up activity on behalf of SLT members as agreed. The post-holder will also be expected to be mindful of the broader context, being aware of points of interconnection between SLT-led portfolios and projects and understanding the interplay between key meetings and the University's broader priorities.
6. As the primary point of contact for their allocated SLT members, the postholder will develop an in-depth understanding of SLT members' responsibilities, needs and priorities, and coordinate every aspect of their activity against this backdrop. While no formal experience of diary management is required, the postholder will be responsible for managing, monitoring and overseeing the coordination of SLT diaries and activity. This will include working with the VCO Operational Team Assistants to ensure that meetings are diarised in line with priority level, with all necessary briefing notes and papers prepared and all required pre-meetings in place, to ensure effective outputs from every meeting.
7. The postholder will be experienced in coordinating complex travel arrangements, both within the UK and overseas, and in coordinating and running all aspects of high-level events, including compiling guest lists, making venue bookings and catering arrangements, maximising publicity opportunities and engaging in follow-up activity. This will include coordinating high-level international meetings, ensuring that SLT members are fully briefed on content and etiquette prior to travel. Working with the VCO Operational Team Assistants, the SLT Portfolio Officer will be responsible for overseeing every aspect of travel and event planning, taking into account cost, efficiency and the key desired outcomes from any visit or meeting. They will also be responsible for the smooth running of all SLT-led events, both internal and external, in-person and virtual, and - critically - in ensuring that appropriate follow-up activity is undertaken to maximise return.
8. The postholder will support SLT members in the execution of their governance-related roles. This will include working closely with the Governance team and colleagues across the University to prepare SLT members for attendance at University and Council committees (for example, by producing presentations and papers) and supporting effective engagement between SLT members and the University's governing body. The postholder will also ensure that requests from regulators are managed effectively, having been delegated to appropriate colleagues where necessary, in a timely and efficient manner.
9. The postholder will have experience of managing electronic and paper documentation effectively, keeping accurate records and ensuring that documentation is stored securely and robustly, but with due regard to accessibility for appropriate colleagues. Working with the VCO Operational Team Assistants, the SLT Portfolio Officer will be expected to oversee and coordinate effective and consistent electronic filing systems on behalf of SLT members, using shared systems such as SharePoint and Microsoft Teams.
10. The postholder will be a committed team player, willing to be adaptable and flexible to the needs of the SLT and the EOST. They will work with colleagues within the EOST to provide agile support, ensuring that adequate arrangements are in place to cover team leave and absence. The SLT Portfolio Officer will proactively support the Head of the Vice-Chancellor's Office and Strategic Communications and the Senior SLT Portfolio Officer in ensuring that key information about SLT portfolios and priorities is communicated effectively across the EOST. They will also contribute to a culture of positive change and continuous improvement within the team.



	<p>11. This is a position of high trust where the postholder may be required to work with a broad spectrum of highly sensitive information, including personal data and commercially sensitive matters. Discretion, tact, diplomacy and sensitivity are therefore absolutely essential.</p> <p>12. This role will involve independent decision-making and the postholder will routinely be required to use their own initiative, performing their duties to a high standard and producing accurate, high quality outputs without close supervision. They will be capable of working under pressure in a professional environment whilst maintaining high levels of accuracy and attention to detail. They will be required to set and manage their own priorities, responding flexibly to shifting priorities (both of SLT and the University as a whole) as necessary.</p> <p>13. The postholder will undertake any project work and any other duties as directed by the Head of the Vice Chancellor’s Office and Strategic Communications and the Senior SLT Portfolio Officer, within the grade definition.</p>
<p>General Duties</p>	<p>14. To fully engage with the University’s Performance Enabling and Welsh language policies</p> <p>15. To promote equality and diversity in working practices and to maintain positive working relationships.</p> <p>16. To lead on the continual improvement of health and safety performance through a good understanding of the risk profile and the development of a positive health and safety culture.</p> <p>17. Any other duties as agreed by the Faculty / Directorate / Service Area.</p> <p>18. To ensure that risk management is an integral part of any decision making process, by ensuring compliance with the University’s Risk Management Policy</p>
<p>Leadership Values</p>	<p>All Professional Services areas at Swansea University operate to a defined set of Core Values: Professional services values and it is an expectation that everyone is able to demonstrate a commitment to these values from the point of application through to the day to day delivery of their roles. Commitment to our values at Swansea University supports us in promoting equality and valuing diversity to utilise all the talent that we have.</p> <p>In addition you will operate to a defined set of Leadership Values:</p> <p>We are Professional We develop ourselves and our teams through continued professional development, and use feedback to improve. We create a culture that delivers successful outcomes through people, supporting, developing and challenging our teams to succeed. We involve our people in developing a vision for the future and in enabling innovation and change, improving University, team and individual performance.</p> <p>We Work Together We enable our teams to work together and across functions to deliver successful outcomes that exceed the needs and expectations of our customers. We are responsible for creating environments that demonstrate equality, foster trust, respect and challenge. We are accountable for providing clarity and direction, communicating the “big picture” and harnessing ideas and opportunities to achieve the University’s vision.</p> <p>We care We create environments that identify, understand and give priority to delivering the needs of the University Community (our students, colleagues, external partners and the public). We motivate and inspire our teams to provide the highest standards of personalised care and in doing so uphold the Swansea University brand.</p>
<p>Person Specification</p>	<p>Essential Criteria:</p> <p>Leadership Values:</p> <p>1. Demonstrable evidence of taking pride in delivering professional services and solutions.</p>



2. Ability to work together in an environment of equality, trust and respect to deliver services that strive to exceed the needs and expectations of customers.
3. Demonstrable evidence of providing a caring approach to all of your customers ensuring a personalised and positive experience.

Qualifications

Educated to a degree level or equivalent operational or executive experience.

Experience, Knowledge and Skills

1. Demonstrable evidence of outstanding prioritisation and organisational skills, with the ability to balance competing needs, short- and long-term objectives and respond with agility to shifting priorities
2. Ability to demonstrate highly developed written and verbal communication skills and experience of undertaking effective desk research and translating complex, high-level information (both numerical and prose) into digestible formats for a range of audiences
3. Excellent working knowledge of Microsoft Office systems, online platforms such as Microsoft Teams, SharePoint and Zoom and other publishing software such as Prezi
4. Demonstrable interest in the HE sector and a commitment to the values and ambitions of the University
5. Substantial and demonstrable experience of building and managing excellent professional relationships, both self-owned and on behalf of others
6. Experience of maximising the effectiveness of high-level meetings, including compiling agendas and papers, producing accurate minutes and action trackers, and engaging in follow-up activity
7. Ability to oversee and coordinate effective diary management, shaped by a working understanding of priorities and desired outcomes
8. Experience of coordinating and overseeing complex travel and events planning, taking cost, efficiency and key desired outcomes into account
9. Experience of working as part of a team in a fast-paced environment, with a commitment to sharing knowledge and best practice
10. Experience of recognising and working with sensitive and confidential issues and documents, ensuring that they are dealt with sensitively and appropriately
11. Demonstrable ability to work independently, using initiative to problem-solve without close supervision
12. Evidence of flexibility, adaptability and agility with a commitment to continuous learning, development and improvement.

Desirable Criteria:

1. Professional Project Management qualification (e.g. PRINCE2 or APM PFQ/PMQ)
2. Experience of coordinating a high-level/C-suite portfolio, project or work programme (either self-owned or on behalf of another)
3. Experience with the Higher Education sector or familiarity with the HE policy and/or Welsh and UK political context
4. Experience in a researcher, advisory or project management role
5. Ability to communicate in Welsh

Welsh Language Level

Level 1 – ‘a little’ - pronounce Welsh words. Able to answer the phone in Welsh (good morning / afternoon). Able to use very basic every-day words and phrases (thank you, please etc.). Level 1 can be reached by completing a one-hour training course.

For more information about the Welsh Language Levels please refer to the Welsh Language Skills Assessment web page, which is available [here](#).



**Additional
Information**

Informal enquiries:
Shortlisting Date:
Interview Date:

