**Role Profile**

**Job Title:** Executive Assistant  
**School/Department:** Student Services  
**Job Family and Level:** Administrative, Professional, Managerial, Level 3  
**Contract Status:** Permanent  
**Hours of Work:** Full-time (36.25 hours per week) or pro-rata as required  
**Location:** University Park

**Purpose of the New Role:**

Our new and visionary Global Strategy 2020 puts students firmly at the heart of the University and makes them partners in their own education. In this new role you will make our aspiration real and meaningful by creating a new Student Services Organisation and leading the transformation of student facing services.

Project Transform is a £45m investment to redesign the processes which underpin the whole student journey from their first enquiry, through application and admission, study and progression, graduation and on to their relationship with the University as alumni. The aim is to standardise, harmonise and simplify these processes across the three Nottingham, China and Malaysia campuses so as to provide professional, personalised services for students. A new suite of integrated information systems is being implemented to enable this and support new digital modes of delivery (an Enterprise Resource Planning (ERP) system). These systems and our ambition to deliver joined up efficient services will require a new operating model and organisational design which will change the relationship and distribution of responsibilities between Central Professional Services Departments, Faculties and the 23 Academic Schools in the UK and the equivalent in China and Malaysia. This is a once in a decade opportunity to design and deliver sector leading student lifecycle management support, to build on what we do well already, to drive efficiencies in the way we deliver services and to re-invest in the core business of education and research.

The Executive Assistant role is to provide professional executive assistance and administrative support to the Chief Student Management Officer, Director of Student Services and Director of Service Development (CSMO Senior Team) in line with the strategic needs of the Student Services Department. The role holder will support the achievement of the student services strategy and associated plans through the provision of high-level executive support and dedicated project support.

Day-to-day line management will be from the Business Manager but the roles will be accountable to the Chief Student Management Officer.

<table>
<thead>
<tr>
<th>Main Responsibilities</th>
<th>% time per year</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Executive Assistance;</td>
<td>80%</td>
</tr>
<tr>
<td>• Implement effective administrative processes that will ensure the smooth, efficient running of the CSMO Senior Team, and that will support the effective building of positive relationships internally and externally.</td>
<td></td>
</tr>
<tr>
<td>• Oversee the effective management of the CSMO Senior Team’s diary and incoming/outgoing correspondence, serving as an informed ‘gatekeeper’ and</td>
<td></td>
</tr>
</tbody>
</table>
anticipating and securing information or advice that may be required by the CSMO Senior Team to make effective and efficient decisions and to ensure appropriate prioritisation of their time.

- Schedule meetings and telephone calls with internal staff and other University stakeholders. Proactively co-ordinate and/or write briefing papers, agendas, presentations to a consistently high standard, ensuring the contents are accurate, proportionate to the meeting, and prepared well in advance.
- Administer and attend senior team meetings as necessary, and other appropriate internal and external meetings, and ensure accurate note-taking and actions assigned are completed in a timely manner.
- Plan the CSMO Senior Team’s travel itineraries, proposing and setting-up appointments, ensuring travel documents are organised in good time.
- Proactively develop strong relationships with internal and external stakeholders of high importance to the CSMO Senior Team (i.e. internally with the offices of the Vice-Chancellor, Pro-Vice-Chancellors, Registrar, Chief Marketing and Communications Officer, Heads of Professional Service Units, Heads of Schools and Departments), and externally with counterparts at other HE institutions.
- Supervise with the recruitment and induction of new members of staff to the Office in conjunction with the Business Manager and/or senior team.
- Proactively find solutions to issues that may arise, deal with queries and advise on policies and procedures in a broad range of administrative areas which are often not of a routine nature.
- Administer the purchasing of goods and services through the accounts package Agresso via SciQuest and other methods.
- Ensure the office is kept tidy initiating e.g. routine de-cluttering, archiving etc.
- Carry out the duties of Safety Officer for the department.

2. **Project Co-ordination;**

   Work with the CSMO Senior Team to deliver and contribute to the success of student services strategy and associated plans with a focus on co-ordinating the development and delivery of allocated projects.

Tasks will include:

- Facilitating activity and decision making to define project scope, goals, deliverables and success criteria
- Defining project tasks, schedules and resource requirements
- Co-ordinating the activity of internal and external project leads
- Initiating project meetings
- Developing project documentation for the CSMO Senior Team, including milestone and operational project plans
- Reporting on project progress as appropriate
- Identifying project risks and issues
- Analyse and interpret data and reports so that they can be included in management reports as necessary
- Co-ordination and distribution of information as appropriate.

3. **Other;**

   Any duties as required, in accordance with the nature and grade of the post.
<table>
<thead>
<tr>
<th>Knowledge, Skills, Qualifications &amp; Experience</th>
<th>Essential</th>
<th>Desirable</th>
</tr>
</thead>
</table>
| **Qualifications/Education**                 | - A Level, or equivalent, plus experience of working in a relevant role.  
  OR  
  - Considerable relevant experience in a comparable role. | - Degree or equivalent. |
| **Skills/Training**                          | - Excellent computing skills including Microsoft Office, particularly Word and Excel.  
  - Ability to handle confidential or sensitive information.  
  - Excellent negotiation and influencing skills.  
  - Articulate with an excellent level of written and spoken English, proof-reading skills and an ability to communicate effectively at all levels in an organisation.  
  - Attention to detail and accuracy in work and ability to manage own workload with minimal supervision whilst taking decisions and thinking creatively.  
  - Knowledge of Higher Education.  
  - Excellent customer service skills.  
  - Excellent project co-ordination skills.  
  - Excellent organisation skills with the ability to prioritise workloads and demonstrate flexibility.  
  - Judgment and understanding of how to respond to and route a diverse range of enquiries.  
  - Good personal presentation and social skills, discretion, maturity and calmness under pressure.  
  - The ability to work under pressure.  
  - Excellent negotiation and influencing skills. | - Market research skills. |
| **Experience**                               | - Experience working with senior management as a PA/Executive Assistant/Secretarial/Team administrator in a busy office environment.  
  - Experience of using initiative to identify and solve problems. | - Experience of working successfully in a fast moving, changeable environment (preferably HE).  
  - Experience of undertaking market research. |
<table>
<thead>
<tr>
<th>Statutory/Legal</th>
<th>A commitment to equal opportunities.</th>
</tr>
</thead>
</table>

- Experience of working consistently to a fine level of detail and accuracy, whilst managing competing deadlines.
- Experience of reviewing processes and procedures identifying where supporting data can inform them and their improvement.
- Project management/co-ordination experience.
- Experience of liaising with a diverse range of stakeholders at various levels.
- Implement effective administrative processes that will ensure the smooth, efficient running of the CSMO Senior Team, and that will support the effective building of positive relationships internally and externally.

*The University of Nottingham strongly endorses Athena SWAN principles, with commitment from all levels of the organisation in furthering women’s careers. It is our mission to ensure equal opportunity, best working practices and fair policies for all.*