Role Profile

Job Title: Executive Administrator

School/Department: Vice- Chancellor’s Office

Job Family and Level: Administrative, Professional and Managerial, Level 2

Contract Status: Permanent

Hours of Work: Part-time - 29 hours per week across four days

Location: University Park Campus

Reporting to: Senior Executive Assistant

Purpose of the Role:

To provide exemplary efficient support to the Vice-Chancellor, the Vice-Chancellor’s Office and the wider Executive Support Group.

To support the effective management of the Vice-Chancellor’s diary and travel within the UK and overseas, to enable the Vice-Chancellor to fulfil his/her role as head of the University.

Main Responsibilities

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<th>% time per year</th>
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1. **Provide an exemplary support service for the Vice-Chancellor to ensure efficient use of their time.**
   - Arrange and confirm routine appointments, meetings and telephone conversations involving senior level internal and external stakeholders; liaise with all academic schools and professional services; provide logistical support for events, e.g. dinners hosted by the Vice-Chancellor.
   - Liaise with internal and external contacts, book meeting rooms, reserve parking spaces.
   - Support the Senior Executive Assistant in arranging AV equipment for appointments and meetings; support the use of video conferencing and other technical equipment within the area.
   - Arrange catering, i.e. booking lunch/dinner venues, confirming menu choices.
   - Support the Executive Assistant with planning and booking of travel arrangements for the Vice-Chancellor including liaison with Estates Office re chauffeur requirements and related reconfiguration of travel arrangements.
   - Where required collate and print/save meeting papers for Vice-Chancellor.
   - Support the Senior Executive Assistant in tendering Vice-Chancellor’s apologies; ensure appropriate systems are maintained and updated for recording and reference purposes.
   - Support the Senior Executive Assistant in identifying and securing alternates when the Vice-Chancellor is unable attend meetings and events; provide confirmations, effect introductions and assist in collating briefing papers for alternates; ensure appropriate system maintained and updated for recording and reference purposes.

2. **Provide first point of contact for visitors and telephone calls to the VCO**
   - Deliver a professional customer-focused frontline service to the VCO.
   - Deal with enquiries in a professional manner, take messages/refer queries as appropriate; deal with any unforeseen problems and circumstances.

40%  

10%
3. **Provide financial administration to the VCO and Executive Support Group**
   - Raise purchase orders, complete goods received notes, process invoices, raise queries, and liaise with the Executive Office and Finance to ensure all transactions are completed.
   - Place orders on Agresso and authorise orders to appropriate levels.
   - Support month-end and financial year end reconciliation with the Senior Executive Assistant.

4. **Manage the Vice-Chancellor’s gifts received and gift stock for both UK and overseas recipients:**
   - Identify and source gifts, both internally and externally;
   - Make recommendations to the Vice-Chancellor on an appropriate level of gift;
   - Take advice from colleagues, both internally and externally, on level of gift.
   - Maintain up-to-date records of all gifts given and received by the Vice-Chancellor.
   - Work closely with the Executive Office staff, International Office, Corporate Events Team and others, to ensure co-ordination of gifts for VIPs/senior visitors.

5. **Provide comprehensive and confidential support to the Vice-Chancellor, VCO team and Executive Support Group.**
   - Contribute to the smooth running of the VCO by providing a comprehensive administrative support service.
   - Provide cover for the Executive Administrator during periods of absence.
   - Receive incoming and co-ordinate out-going mail; sort/distribute/record mail as appropriate.
   - Draft and type correspondence at the request of the Senior Executive Assistant
   - Support the Executive Assistant in: maintaining/updating internal and external contact lists; co-ordination of Vice-Chancellor’s Christmas and New Year Cards; manage documents and confidential waste in an appropriate manner, e.g. shredding, filing, archiving and keeping certain information locked and safe.
   - Raise minor works requests.
   - Support the VCO team in updating the Outlook contacts database.
   - Brief/train colleagues to provide back-up in own absence.
   - Develop own professional skills through training, work experience and project related work.
   - Use various business systems (e.g. Agresso, Workspace, Concur, Vacancy Manager etc).

6. **Any other duties as reasonably required**

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### Knowledge, Skills, Qualifications & Experience

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<tr>
<th>Essential</th>
<th>Desirable</th>
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<tbody>
<tr>
<td><strong>Qualifications/Education</strong></td>
<td>Educated to A level in a similar role or proven track record of extensive relevant work experience.</td>
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<tr>
<td><strong>Skills/Training</strong></td>
<td>Excellent computing skills including Microsoft Office and use of administrative business systems.</td>
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  - Excellent written and spoken communication and an ability to communicate effectively with people at all levels.
  - Ability to handle confidential or sensitive information.
  - Proactvity, initiative and problem-solving skills.
  - Attention to detail and accuracy in work.
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<tr>
<th><strong>Experience</strong></th>
<th><strong>Additional Information</strong></th>
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| • Experience of working as an administrator in a busy office environment and/or customer service environment.  
  • Experience of diary management and planning itineraries  
  • Experience of managing a diverse workload, switching between tasks and concepts quickly and easily.  
  • Experience of handling difficult and sensitive situations, recognising confidential issues and dealing with them appropriately and with discretion.  
  • Experience of responding to frequently changing priorities and deadlines, and deal with unforeseen problems and circumstances.  
  • Experience of producing high-quality work in a demanding environment and to tight timescales. | The Vice-Chancellor’s Office team provides administrative support to the Vice-Chancellor and the Vice-Chancellor’s Office.  
The VCO team provide flexible, high level support to the Vice-Chancellor, the nature of which can vary significantly due to demands on the time of the Vice-Chancellor. As such, team members will gain a broad knowledge of the Vice-Chancellor’s portfolio.  
The work is enormously varied, fast paced and high in volume and it is essential that the role holder has the ability to manage their own workload with minimum supervision. The role holder will also liaise with a wide range of people across the University and externally and it is essential that they possess good social and diplomacy skills to represent the Office in a professional and ambassadorial manner. The successful candidate will be a professional and customer-focussed individual capable of working with all levels of people and organisations (nationally and internationally) of considerable reputation and influence.  
The role also requires the ability to work well in demanding situations to meet tight deadlines.  
The post holder will be line managed by the Senior Executive Assistant. |
| • Experience of working with senior management as an administrator. |  

- Proven planning and organisational skills.  
- Self-motivated, demonstrated through drive to meeting challenging targets and service levels and progress own professional development.  
- Ability to develop strong networks and relationships.  
- Strong team player with flexible approach  

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