ROLE PROFILE

Job Title: Executive Assistant

School/Department: Academic Secretary Division (Governance & Assurance)
- (Executive Support)

Job Family and Level: Administrative, Professional, Managerial Level 3

Contract Status: Permanent

Hours of Work: Full-time (36.25 hours per week)

Location: University Park Campus

Reporting to: Senior Executive Assistant

Purpose of the New Role:
To provide exemplary high level professional flexible administrative support through direct assistance to members of the University's Senior Management Team.

Main Responsibilities

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<th>% time per year</th>
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1. Provide exemplary proactive and flexible high level administrative support to University Executive Board Members (Portfolio PVCs, CEFO, CFO) to ensure efficient use of their time.

- Provide secretariat support for meetings relating to strategic UEB portfolios: administer meetings – drafting agendas, collating and circulating papers, taking accurate minutes/notes and recording, and ensuring timely follow up of actions.
- Provide pro-active support with the drafting of speeches, presentations, letters and other reports (e.g. Statements to Council and Senate) and correspondence to a consistently high standard, ensuring content is accurate, proportionate to the meeting and prepared well in advance.
- Research, interpret and summarise information – write file notes and briefing documents, proof-read, develop and finalise UEB papers.
- Proactively support co-ordination, development and delivery of project activity relating to key UEB portfolios and broader Executive Support priorities – as agreed with the Senior Executive Assistant, Executive Officer and/or UEB lead, proactively working with others across Executive Board support, the University and externally. Tasks will include:
  - Analysing and interpreting information
  - Reporting on project progress
  - Supporting the development of project documentation
  - Defining project tasks/schedules/resources
  - Initiating project meetings
  - Identifying main project issues/risks
- In the absence of a UEB member, maintain an overview of incoming issues/queries and take appropriate action where necessary to ensure continuity and maintenance of good working relationships. Take initiative and appropriate steps to address urgent matters, referring to Senior Executive Assistant where necessary.
- 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.
- Ensure an enhanced understanding of strategic UEB portfolios that the role holder is directly supporting to provide a high-level administrative and professional support service to senior management.
- Develop an understanding of the breadth of all UEB portfolios and an appreciation of key priorities for each of these. Provide effective support in the absence of colleagues.
- Ensure an efficient channel of communication and strong working relationships with other high profile offices within the University in order to provide a reliable first point of contact on behalf of UEB members.

### 2. Provide support for high level events, visits and delegations to the Executive Office
- Provide a high-level overview of arrangements for events, visits and delegations involving UEB members within the Executive Office, including the provision of advice and guidance to colleagues with regard to complex scheduling matters. Ensure such visits are appropriately resourced, securing support from other team members as required.
- Working with colleagues throughout the University, research and brief Executive Officer, Senior Executive Assistant and UEB members on the potential for adding value to stakeholder visits led from the Executive Office, liaising with others around delivery.

### 3. Provide leadership and management on behalf of the Executive Office Team for a particular area of responsibility.
- Take ownership for a particular area of responsibility on behalf of the Executive Office and UEB members. Develop understanding of specific area; monitor and continue to be aware of, and implement changes to keep office up to date in that area; brief and/or train other team members to required level of awareness for that area; develop and implement the means by which cover will be provided during periods of absence to ensure a seamless service to UEB and Executive Office members.

The post holder will take up one or more of the following areas (and may be asked to cover additional areas during absence). The duties will be agreed taking into account preferences and skills of all team members.

**Role 1: Provide IT support for VCO and EO**
- Act as main contact for IT queries within the Executive Office, working closely with colleagues in the Vice-Chancellor’s office, including review and purchase of IT equipment, PAT testing requirements and acting as Print Champion.

**Role 2: Graduation – Provide comprehensive support for UEB members involved in graduation ceremonies**
- Act as main point of contact for VCO and Graduation Team when UEB members are to be involved in the University’s Winter or Summer Graduation Ceremonies
- In conjunction with the VCO, seek and confirm UEB representation at graduation ceremonies as required, depending on availability of the VC and DVC.
- Working with the Graduation Team, identify requirements for briefing documents and work with relevant team to obtain such briefing documents.
- Any other actions as required in support of graduation.

**Role 3: Financial Management – Lead and undertake day-to-day financial management of the EO budget.**
- Raise purchase orders, complete goods received notes, process invoices, raise queries and liaise with the Vice-Chancellor’s Office and Finance to ensure all transactions are completed.
- Support the financial year end reconciliation with the Senior Executive Assistant and Executive Officer.
- Ensure appropriate back-up cover is in place to provide this support during periods of absence.
### Role 4: In conjunction with the Vice-Chancellor’s Office, deliver comprehensive support in the delivery of University Executive Board Meetings

- Working with colleagues within the Vice-Chancellor’s office, provide comprehensive support towards the efficient operation of UEB meetings –
  - Finalising and typing up meeting agendas
  - Collating, organising and publishing/circulating papers.
  - Adding agreed actions to the UEB Action Log spreadsheet.
- Working with colleagues within the Vice-Chancellor’s office, provide comprehensive support towards the efficient planning and operation of UEB Away Days –
  - Compiling agendas, booking accommodation, confirming catering arrangements
  - Assisting with event logistics – ensuring IT/AV, catering & room requirements are as ordered, following up queries, welcoming/assisting guests, support with timekeeping
- To ensure Executive Office colleagues are familiar with and adhere to UEB working practises; provide updates on amendments to procedures as required.

### Role 5: Records Management – Undertake the role of Records Officer for the Executive Office

- Undertake the role of Records Officer for the Executive Office, acting as key contact for the dissemination of guidance and information in relation to records management and for FOI, DPA, data breach, and University Retention Schedule queries, working closely with the Records Officer in the Vice-Chancellor’s office. Attend training on records management, data protection and information security as required.
- In conjunction with the VCO, review and evaluate records management procedures of the Executive Office, recommending new/changed approaches as required to ensure the records of the office are managed in an appropriate and efficient manner.

### Any other role as identified by the Senior Executive Assistant

1. **Oversee the day-to-day running of the group supporting UEB members**
   - Supervise the day-to-day running of the work area, allocating resources, scheduling work and providing support to staff as required.
   - Liaise with Senior Executive Assistant and Executive Assistant to ensure the work of the team is provided in the most efficient and effective way, adapting resource as required to meet the needs of the team.
   - Help identify performance objectives for team members and feed into performance review meetings; maintain a service culture and set service standards
   - Identify staff development opportunities
   - Play a role in the selection of staff and training for new staff

2. **Provide high level administrative support in delivery of the efficient and effective running of the Executive Office**
   - Working with the Senior Executive Assistant, proactively monitor and evaluate the effectiveness of the Executive Office processes, procedures and ways of working offering suggestions for continual improvement and seeking input from team members. Provide input into determining service levels and targets. Identify and implement effective administrative processes, ensuring liaison with the Senior Executive Assistant, to ensure the smooth, efficient running of the Executive Office. Ensuring clear communication of changes to the team.
   - Provide cover for other team members within the Executive Office and VCO during periods of absence or other non-availability, supporting Executive Board members to ensure the provision of seamless support across UEB members and in the day to day operation of the Executive Office. Ensure there is a service provided by the Executive Team throughout the core working hours from 9am to 5pm, Monday to Friday.
   - Work collaboratively, as part of a high performing team and to agreed service levels/targets, demonstrating high levels of team work, communication, and customer
service. Proactively find solutions to issues that may arise and deal with queries which are not of a routine nature in an efficient and professional manner.

- Use various business systems (e.g. Agresso, Workspace, Concur, Vacancy Manager etc.) in support of the requirements of the Executive Office.
- Flexibly provide cover for the work of others – to include time spent work shadowing within the wider Executive Board support area to increase breadth and depth of knowledge.
- Actively develop and maintain effective networks of relationships across UEB support, the University and externally
- Maintain an awareness and interest in Higher Education matters and broader national/international policy issues.
- Demonstrate confidence and positivity in using and deploying appropriate technology to improve processes and enhance individual and team working practices, ensuring own IT skills are maintained.
- Manage own professional development through relevant CPD opportunities
- Any other duties as may be reasonably required.

### Knowledge, Skills, Qualifications & Experience

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<td><strong>Qualifications/ Education</strong></td>
<td>- HNC or HND, or equivalent plus hands on experience in a similar role or proven track record of extensive relevant work experience</td>
<td>- Degree</td>
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| **Skills/Training**     | - Excellent written and spoken communication and an ability to communicate effectively with people at all levels.  
- Demonstrate high levels of team work whilst being able to work on own initiative.  
- Ability to handle confidential or sensitive information.  
- Good negotiation and influencing skills.  
- Proactivity, initiative and problem-solving skills.  
- Attention to detail and accuracy in work  
- Proven planning and organisational skills.  
- Good interpersonal skills, discretion, maturity and calmness during challenging times.  
- Ability to handle several demanding tasks concurrently.  
- Self-motivated, demonstrated through drive to meet challenging targets and service levels and progress own professional development.  
- Ability to develop strong networks and relationships.  
- Excellent computing skills including Microsoft Office and use of administrative business systems. | - Experience of using institutional business systems.  
- Awareness of developments in the higher education sector as a whole. |
| **Experience**          | - Experience of working with senior management as an administrator in a busy office environment. | - Experience of working in the HE sector.                                  |
- 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 working with high profile stakeholders.
- Able to react positively to frequently changing priorities and deadlines, and deal with unforeseen problems and circumstances.
- Ability to produce high-quality work in a demanding environment and to tight timescales.
- Ability to prioritise and manage own workload with minimal supervision, as well as being an effective team player.
- Ability to assess, review and put forward suggestions for service improvements.
- Experience of planning itineraries.

**Additional Information**

The Executive Office team provides administrative support to members of UEB based in the Trent Building. This includes the Deputy Vice-Chancellor, Portfolio Pro-Vice-Chancellors (Education and Student Experience, Research and Knowledge Exchange, Global Engagement and Advancement, Equality, Diversity and Inclusion) and Chief Financial Officer.

The team are co-located in Trent Building.

The Executive Office team provide flexible, high level support to UEB members the nature of which can vary significantly due to demands on the time of these senior University leaders.

In principle the team will be divided into two groups, each supporting a small number of UEB members, however in practise, the team will need to operate in a highly flexible, supportive manner to ensure the needs of UEB members are met. As such, team members will gain a broad knowledge of the portfolio of these UEB members. The work of the team contributes to the efficiency and effectiveness of the team and to the wider Executive Board support.

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-focused 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 role is part of the Executive Office team and the wider Vice-Chancellor's Office/Executive Office. The role holder will be required to work with significant flexibility supporting VCO and EO colleagues as required to deliver the work of the offices. It is essential that the role holder is a strong team player, is willing to adapt as the role requires and is also willing to proactively share knowledge amongst team members.

While the post will provide direct support to members of UEB, the post holder will be accountable to their line manager (Senior Executive Assistant) who will provide all line management support including development and performance activity.
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.

August 19th 2016