Job title | Executive Assistant | Job family and level | Administrative, Professional and Managerial Level 3
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School/Department | Governance & Assurance – (Governance and Executive Support) | Location | University Park Campus

**Purpose of role**
To provide exceptional, professional and flexible Executive Assistant support to members of the University’s Senior Management Team.

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<th>% time per year</th>
<th>Main responsibilities</th>
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<td><strong>Provide high calibre, proactive and flexible administrative support to University Executive Board Members) to maximise use of their time.</strong></td>
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| 80% | - Manage a high volume, complex diary; where demand often exceeds capacity. 
- Oversee a busy mailbox on behalf of the board member. 
- Provide detailed and accurate itineraries for national and international travel 
- Provide secretariat support for meetings: drafting agendas, collating and circulating papers, taking accurate minutes/notes and recording, and ensuring timely follow up of actions. 
- Prepare briefings, biographies and papers on behalf of the board members 
- Event management. 
- 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, working across the University and with external stakeholders. 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 the board 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. 
- Solution based approach 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. |
- Develop an understanding 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 internally or externally in order to provide a reliable first point of contact on behalf of UEB members.

**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. Develop understanding of the specific area; monitor and continue to be aware of, and implement changes to keep the 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.
- Areas include:
  - Finance
  - GDPR
  - IT
  - Graduation
  - Any other role as identified by the Senior Executive Assistant

**General Duties**
- Fully contribute to the effectiveness and ongoing development of the Executive Support Team – seek service improvements and present ideas to the Senior Executive Assistant and wider team for service enhancement
- Any other duties as reasonably required.

### Person specification

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<th>Essential</th>
<th>Desirable</th>
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| **Skills** | ▪ Excellent computing skills including Microsoft Office 365 and use of administrative business systems.  
               ▪ Excellent written and spoken communication and an ability to communicate effectively with people at all levels.  
               ▪ 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. | ▪ Web page management  
               ▪ Event planning |
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<th>Knowledge and experience</th>
<th>Qualifications, certification and training</th>
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| - 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.  
- Experience of handling difficult and sensitive situations, recognising confidential issues and dealing with them appropriately and with discretion.  
- Experience of working with senior management as an administrator in a busy office environment.  
- 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 | - Educated to A level  
- Proven track record of extensive relevant work experience.  
- Executive Assistant experience  
- Experience of working in the HE sector.  
- Experience of providing Board level support. |

The University 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.
Expectations and behaviours

The University has developed a clear set of core expectations and behaviours that our people should be demonstrating in their work, and as ambassadors of the University's strategy, vision and values. The following are essential to the role:

**Valuing people**
Is friendly, engaging and receptive, putting others at ease. Actively listens to others and goes out of way to ensure people feel valued, developed and supported.

**Taking ownership**
Is clear on what needs to be done encouraging others to take ownership. Takes action when required, being mindful of important aspects such as H&S, EDI and other considerations.

**Forward thinking**
Drives the development, sharing and implementation of new ideas and improvements to support strategic objectives. Engages others in the improvement process.

**Professional pride**
Is professional in approach and style, setting an example to others; strives to demonstrate excellence through development of self, others and effective working practices.

**Always inclusive**
Builds effective working relationships, recognising and including the contribution of others; promotes inclusion and inclusive practices within own work area.

Key relationships with others

- **Line manager**
  - Senior Executive Assistant & Office Manager

- **Role holder**
  - Executive Assistant

- **Key stakeholder relationships**
  - Colleagues
  - UEB Member