Purpose of role
To provide professional administrative support as part of the Governance and Executive Services Team, supporting the University’s Senior Executive Team and related activity.

Main responsibilities
(Primary accountabilities and responsibilities expected to fulfil the role)

1. Providing professional administrative support to the Governance and Executive Services team:
   - Support for the management of team calendars and inboxes as appropriate including but not limited to shared team calendars and inboxes, and also calendars of members of the University’s Senior Executive Team.
   - Support meeting and committee activity including but not limited to meeting preparation and follow up activity, maintaining team trackers, records maintenance, and addressing opportunities and challenges that arise in a proactive manner.
   - Providing administrative support as required to the Associate Director of Governance and Executive Services/Senior Executive Assistant/Office Manager/Senior Governance Manager.
   - Managing virtual meeting/room/catering/accommodation bookings, and other logistical bookings as required.
   - Support to Executive Assistants in all aspects of their work, taking a proactive approach.
   - Anticipate and secure information or advice that may be required for centrally supported committees or by Executive Board members to make effective and efficient use of their time as requested by the Executive Assistants.
   - Work with colleagues in the Governance and Executive Services team to ensure flexibility in planning across Executive Board members diaries is achieved.
   - Develop a network of relationships with appropriate individuals internal and external to the University to support work activities.
   - Assisting with governance processes such as elections and nominations to committees.

85%
2. **Provide general administrative support in support of the efficient and effective running of the Governance and Executive Services function.**
   - Develop and maintain own professional skills through training, work experience and project related work.
   - Raise requisitions using Agresso.
   - Monthly reconciliation of Agresso reports.
   - Process expense claims using Concur.
   - Identify improvements to the effective running of the area, making recommendations to the Senior Executive Assistant/Senior Governance Manager and supporting the development of service improvement to ensure the smooth, efficient running of the office.
   - Support the development and maintenance of Standard Operating Procedures for the Governance and Executive Services Team.
   - Provide ad hoc support to other senior managers using meeting space within the Executive Office (e.g. Room bookings and general administration)
   - Provide cover for receptions managed by the team as required including during holidays and lunch breaks.

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<td>3.</td>
<td><strong>Any other duties appropriate to the grade and role of the post holder.</strong></td>
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Person specification

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<th>Essential</th>
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<td><strong>Skills</strong></td>
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| ▪ A positive, hard-working can-do attitude with a desire and ability to use own initiative.  
  ▪ Diary, event management and planning itineraries experience.  
  ▪ Good planning, prioritising, & organisational skills.  
  ▪ Ability to multi-task and deliver high volume of work accurately.  
  ▪ Strong attention to detail  
  ▪ Ability to work under pressure and deal with unforeseen issues and changes.  
  ▪ The ability to handle sensitive information with a high degree of confidentiality and discretion.  
  ▪ Excellent written and verbal communication and interpersonal skills and an ability to communicate effectively with people at all levels.  
  ▪ Highly motivated & punctual  
  ▪ High level of computing skills, particularly MS Office 365 and confidence to use and learn new systems.  | ▪ Experience of Agresso and Concur  
  ▪ Understanding of University processes and procedures. |
| **Knowledge and experience** | **Knowledge and experience** |
| ▪ Considerable experience in an administrative role  
  ▪ Experience of working in a team  
  ▪ Ability to use initiative and create change within the working environment | |
| **Qualifications, certification and training (relevant to role)** | **Qualifications, certification and training (relevant to role)** |
| ▪ Educated to A level or equivalent plus hands on experience in a similar role or proven track record of extensive relevant work experience. | ▪ Other relevant training/development/qualifications in administrative support or customer service 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 open and welcoming of others, approachable and respectful. Considers the wider point of view and delivers appropriate support and guidance to colleagues.

**Taking ownership**
Shows initiative and takes responsibility for own actions. Offers clarity and tactful support to colleagues to aid decisions and actions.

**Forward thinking**
Demonstrates the ability to learn, and enjoys the opportunity to develop. Likes to share and implement new ideas and improvements in their area of work. Seeks feedback from others.

**Professional pride**
Is self-appraising, seeking feedback from others and acts as a great role-model at all times. Keen to deliver the job well and be an effective member of the team.

**Always inclusive**
Is sensitive to the needs of others and understands every person is important, right across the organisation, irrespective of level, culture, disability or any other characteristic.

Key relationships with others

- **Line manager**
- **Role holder**
- **Key stakeholder relationships**
  - Colleagues
  - University Executive Board Members
  - Committee members

- Senior Executive Assistant & Office Manager
- Governance and Executive Services Administrator

Diagram showing the hierarchy of relationships.