## Role profile

<table>
<thead>
<tr>
<th>Job title</th>
<th>Executive Assistant</th>
<th>Job family and level</th>
<th>Administrative, Professional and Managerial Level 3</th>
</tr>
</thead>
<tbody>
<tr>
<td>School/Department</td>
<td>Commercial</td>
<td>Location</td>
<td>KMC</td>
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</table>

### Purpose of role

Our Commercial Strategy sits at the heart of the University’s ambition to drive new, sustainable sources of income that support the University’s strategic ambitions.

The purpose of the role is to provide all aspects of personal secretarial support and administration to the Financial Controller and Commercial Director ensuring the smooth and efficient running of the office and departments.

The role will integrate closely with key teams across the university including marketing and communications, alumni, catering and hospitality, sport, accommodation, and Nottingham venues.

It will unify our services around core customer segments significantly increasing commercial revenue, partnership value and cross selling opportunities whilst building a sector leading commercial brand for the university.

### Main responsibilities

(Primary accountabilities and responsibilities expected to fulfil the role)

<table>
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<tr>
<th>% time per year</th>
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<td>70%</td>
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#### Executive Support

To be responsible for all aspects of personal assistant and administrative support to the Commercial Director and members of the Senior Management Commercial Team, enabling them to work to the optimum in terms of efficiency and organisation, supporting other work as needed.

Responsibilities will include:

- Sole responsibility for providing high quality, independent, flexible and confidential support to enable efficient working of the Director ensuring appropriate prioritization of their time
- Act as the first point of contact for the Commercial Director responding efficiently and effectively to internal and external queries as an informed gatekeeper
- Screen communications and identify priority correspondence. Use own judgement to make initial responses, consulting and
following up email and letter correspondence as appropriate, maintaining appropriate confidentiality.
- Make judgements about urgency and appropriateness of requests for appointments and re-direct to other sources of help and advice as appropriate
- Disseminate information across the departments on behalf of the Directors
- Ensure that the Commercial Director is prepared and briefed for meetings and have relevant documents and paperwork
- Assisting with the production and, where relevant, analysis of management reports, including the compiling of complex paperwork from individuals contributing to initiatives. Identify gaps or shortfalls in information and search for sources of information to fill these, following up on action points
- Make all travel and accommodation arrangements as appropriate and organisation of accommodation and hospitality as and when required for visitors
- Organisation of venues, catering and materials as appropriate.
- Establish contacts/relationships with colleagues throughout the University and externally
- Administer and attend departmental meetings as necessary, record minutes, prepare copies for subsequent distribution and ensure actions assigned are completed in a timely manner
- Assist in the planning of department development training days
- Support special projects within guidelines provided by the Commercial director/Senior Management Team. Provide support to working groups, task and finish groups and reviews led by the Commercial Director/Senior Management Team

<table>
<thead>
<tr>
<th>2</th>
<th>Recruitment and Staff Records</th>
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</thead>
<tbody>
<tr>
<td>1. Maintain personal records for employees meeting data protection regulations</td>
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<tr>
<td>2. Responsible for coordinating the recruitment of employees to the department including the induction process and all associated documents and system access paperwork/documentation</td>
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<tr>
<td>3. Maintenance of departmental holiday system including the calculation of hours for non-standard working patterns</td>
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<table>
<thead>
<tr>
<th>3</th>
<th>Commercial Governance Board</th>
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<tbody>
<tr>
<td>1. Ensure papers are relevant and readily understood</td>
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<tr>
<td>2. Ensure papers are received in a timely manner</td>
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<tr>
<td>3. Ensure agenda and papers are circulated to Board Member a minimum of 10 days in advance of the meeting</td>
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<td>4. Act as minute taker and CGB Secretariat</td>
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<tr>
<th>4</th>
<th>Finances</th>
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<tbody>
<tr>
<td>10%</td>
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</table>
- Completion of departmental Financial year-end returns monitoring/payment processes
- Monitoring and reconciliation of Department budget detailing operational expenditure and re-charging where errors are identified.

| 5 | **Support for UoN Boards/Working Groups** |  
|   | • Support Directors in key meetings where they chair, organising meetings and taking minutes/actions with follow up as required, examples are SRM Board, Cost v Impact Working Group, F&I Meetings | 5% |
## Person specification

<table>
<thead>
<tr>
<th><strong>Skills</strong></th>
<th><strong>Essential</strong></th>
<th><strong>Desirable</strong></th>
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<tbody>
<tr>
<td>▪ Excellent IT skills including advanced use of Microsoft Office packages, particularly Word, Excel, PowerPoint, and Outlook</td>
<td>▪ Understanding of the University structure, committees and boards.</td>
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<tr>
<td>▪ Excellent verbal and written communication and interpersonal skills demonstrating the ability to use tact, sensitivity, diplomacy, and confidentiality.</td>
<td>▪ Understanding of general principles of Commercial and procurement</td>
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<td>▪ Proven influencing and negotiation skills.</td>
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<td>▪ Ability to service and minute complex meetings at senior management level and take contemporaneous notes and summarise discussions.</td>
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<tr>
<td>▪ Effective organisation, planning and time management skills for area of work to ensure the Commercial Director/Senior Management Team works as efficiently as possible.</td>
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<td>▪ Analysis and problem-solving capability.</td>
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<td>▪ Ability to define priorities and work flexibly and effectively under pressure to meet demanding and often conflicting/changing deadlines.</td>
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<td>▪ The ability to be a team player, supporting the work of the wider team alongside personal priorities and sharing expertise.</td>
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<td>▪ Keeping own skills up to date and further developing skills, knowledge, and experience to be able to meet the demands of the role.</td>
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<td>▪ Flexible approach and willingness to respond immediately to changing priorities; flexible attitude to working hours at busy periods.</td>
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<tr>
<td>Knowledge and experience</td>
<td>Qualifications, certification and training (relevant to role)</td>
<td>Other</td>
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<tr>
<td>▪ Experience of working independently with little supervision to manage own area of work</td>
<td>▪ HNC or HND in a relevant subject, or equivalent qualifications plus considerable experience in relevant role(s) in an office environment</td>
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<td>▪ Evidence of managing, establishing new and improving existing administrative/office systems and procedures and managing resources</td>
<td>▪ Broad experience of working in Higher Education</td>
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<td>▪ Experience of complex diary management</td>
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<td>▪ Significant previous experience in a related role, building working relationships to support and work confidently with senior management, preferably in a HE and/or NHS environment</td>
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<td>▪ Acting as first point of contact, responding efficiently and effectively to internal and external queries as an informed gatekeeper</td>
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<tr>
<td>▪ Experience of working accurately under pressure to tight deadlines using personal initiative and judgement to resolve queries effectively</td>
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<td>▪ Experience of organising travel, meetings, visitor hospitality and events</td>
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<td>▪ Knowledge of academic culture</td>
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<td>▪ Knowledge of University procedures</td>
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<td>▪ Knowledge of Health Sciences</td>
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<tr>
<td>▪ Sector</td>
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<tr>
<td>▪ Knowledge of the local NHS providers, their key contacts, and structures</td>
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<td>▪ Knowledge of University Systems, e.g. Concur, AGRESSO</td>
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<td>▪ Experience of working and adapting successfully in a fast moving, changeable environment</td>
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<td>▪ Experience of working in partnership with the NHS with an understanding of the key working relationships within the NHS</td>
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<td>▪ Experience of liaising with senior University Officers (i.e. Vice-Chancellor, Directors of Professional Services, Pro-Vice-Chancellors), Chief Executives of NHS Trusts, Heads of Schools within the University, on matters relating to university policies</td>
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The University of Nottingham is focused on embedding equality, diversity and inclusion in all that we do. As part of this, we welcome a diverse population to join our work force and therefore encourage applicants from all communities, particularly those with protected characteristics under the Equality Act 2010.
### 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:

<table>
<thead>
<tr>
<th>Expectation</th>
<th>Description</th>
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<tbody>
<tr>
<td><strong>Valuing people</strong></td>
<td>Understands that it is essential to provide a structure that people can thrive in. Knows how to communicate with people to create a healthy working environment and get the best out of people.</td>
</tr>
<tr>
<td><strong>Taking ownership</strong></td>
<td>Communicates vision clearly, providing direction and focus. Knows how to create a productive environment where people are inspired and can work cross-departmentally in partnership.</td>
</tr>
<tr>
<td><strong>Forward thinking</strong></td>
<td>Has the ambition to be a pioneer in own area, anticipating the future change, needs and challenges. Knows how to innovate within their work context and champions others to be inspired to be part of this ambition.</td>
</tr>
<tr>
<td><strong>Professional pride</strong></td>
<td>Keeps up to date on latest thinking, trends and work practices. Supports team to be thought leaders; willing to challenge if obstacles get in the way.</td>
</tr>
<tr>
<td><strong>Always inclusive</strong></td>
<td>Establishes far reaching partnerships, well beyond own area across a broad range of networks. Understand role to pay due regard to the needs of the whole community.</td>
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</tbody>
</table>
Key relationships with others

Line manager

Role holder

Key stakeholder relationships

Commercial Director

Deputy Director Commercial Marketing & Growth

External Organisations

Directors of Service

Academic Deans