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| Job title | Executive Officer | Job family and level | Administrative, Professional and Managerial Level 3 |
| School/ Department | Digital & Technology Services | Location | Kings Meadow Campus/ Hybrid |

Purpose of role

To provide exemplary professional executive assistance, administrative and diary support to the Digital & Technology Services (DTS) Senior Leadership Team (SLT) and in particular the Directors of Service Design, Service Delivery and Technology to ensure effective and efficient use of their time. Assume a role as a trusted and key contact for SLT alongside the Executive Assistant to ensure that DTS SLT is supported through the provision of high level executive services in a fast-paced environment.

| | Main responsibilities (Primary accountabilities and responsibilities expected to fulfil the role) | % time per year |
|---|--|------------------------|
| 1 | <p>Responsible for the provision of high-quality, professional and confidential executive services to the DTS Senior Leadership Team:</p> <ul style="list-style-type: none"> ▪ Act as first point of contact for the SLT Directors responding efficiently and effectively to internal and external queries ▪ Oversee the effective management of the SLT Director’s diaries and correspondence, act as an informed ‘gatekeeper’, balancing commitments and anticipating and securing information/advice that may be required to make effective and efficient decisions, and to ensure appropriate prioritisation of the Directors time ▪ Work closely with the Executive Administrator and Operations Manager to develop and implement effective administrative processes that will ensure the smooth, efficient running of the DTS Administration/ Operations function and ensure their continuous improvement ▪ Support the effective building of positive professional relationships with colleagues, internally and externally, including the overseas campuses ▪ In consultation with the Directors, take forward independently the appropriate actions and projects that will expedite the team’s output ▪ Deputise for the Executive Assistant to the CDO when appropriate ▪ Provide support for other members of SLT as appropriate/required | 50% |
| 2 | <p>Responsible for supporting and facilitating departmental-wide activities and organisation:</p> <ul style="list-style-type: none"> ▪ Administer and attend meetings chaired by the Directors as required, including agenda preparation, documentation collation/storage, minute taking and following up on actions in a timely manner | 25% |

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| | <ul style="list-style-type: none"> ▪ Support and provide documentation for internal and external reviews when required ▪ Organise, plan and help to deliver high-profile events, meetings and workshops on behalf of SLT/Directors, including travel, accommodation, room bookings, hospitality etc and act as a central point of liaison, co-ordination and expertise | |
| 3 | <p>Provision of wider administrative support for the DTS Team:</p> <ul style="list-style-type: none"> ▪ Supporting finance – invoice processing, purchase order raising, processing expense claims ▪ Supporting events – organization and logistics to support departmental events and initiatives and wider UoN events as required (i.e. Open Days) ▪ Supporting logistics – office provision ordering, in-box monitoring, room bookings and hospitality, support with travel and accommodation, expenses, new starter onboarding logistics ▪ Supporting governance/meetings – responsible for the organization and upkeep of accurate and secure records, templates, trackers and processes ▪ Supporting communications – disseminate information to staff on behalf of SLT as required and updated via the most appropriate channels ▪ Proactively develop a strong network of relationships with internal and external stakeholders/partners of high importance to the DTS team including other Professional Services (i.e. Estates & Facilities, HR, Executive Office, Governance, Schools & Faculties) | 20% |
| 4 | <p>Other</p> <ul style="list-style-type: none"> ▪ Any other duties appropriate to the grade and role. | 5% |

Person specification

| | Essential | Desirable |
|--|--|--|
| Skills | <ul style="list-style-type: none"> ▪ Excellent organisation skills with the ability to prioritise own and others workloads and demonstrate flexibility with minimum supervision (take decisions/think creatively) ▪ Methodical, ordered and highly proactive approach to work with excellent attention to detail ▪ Strong written, verbal and interpersonal communication skills ▪ Excellent customer service skills ▪ Positive, can-do attitude ▪ Proven IT skills in a wide range of software packages (Microsoft Office) ▪ Able to negotiate, influence and problem-solve ▪ Excellent attention to detail and ability to identify key issues ▪ Ability to handle confidential or sensitive information with discretion ▪ Ability to work under pressure and deal with unforeseen issues | |
| Knowledge and experience | <ul style="list-style-type: none"> ▪ Experience working with senior management as a PA/ Executive Officer/ Secretarial/Team administrator in a busy office environment ▪ Experience of executive diary management ▪ Experience of managing a diverse workload, switching between tasks and concepts quickly and easily ▪ Experience of using initiative to identify and solve problems ▪ Experience of working consistently to a fine level of detail and accuracy, whilst managing competing deadlines ▪ Experience of establishing new and improving existing administration support procedures and/ or systems ▪ Experience of developing strong working relationships with a range of individuals, including senior colleagues | <ul style="list-style-type: none"> ▪ Experience of working successfully in a fast moving, changeable environment ▪ Experience of working in Higher Education ▪ Project co-ordination experience |
| Qualifications, certification and training (relevant to role) | <ul style="list-style-type: none"> ▪ A Level, or equivalent, plus relevant experience of working in a similar role ▪ OR considerable relevant experience in a comparable role | <ul style="list-style-type: none"> ▪ Educated to Degree level or equivalent |



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:

- 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 Health & Safety, Equality, Diversity & Inclusion, 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

