

Candidate Information

Position: Executive Assistant to Director
School/Department: Public Engagement
Reference: 22/110239
Closing Date: Monday 10 October 2022
Salary: £29,619 - £34,308 per annum
Anticipated Interview Date: Week commencing 17 October 2022
Duration: Permanent

JOB PURPOSE:

To provide a comprehensive, confidential, Executive Assistant service to the Director of Civic Engagement and Social Responsibility, covering administrative and organisational functions, in order to ensure that the Directorate achieves its key strategic goals.

MAJOR DUTIES:

1. Provide dedicated professional administrative support to the Director of Civic Engagement and Social Responsibility across a range of activities and with a variety of stakeholders, including attending senior level meetings involving external stakeholders, supporting strategic projects and assisting in the development and coordination of ad-hoc initiatives.
2. Act as the first point of contact for the Director, using own initiative to respond efficiently and effectively to internal and external queries often of a complex and highly confidential nature; Provide and recommend solutions that may include alternative sources/courses of action as required. Set up, manage and monitor filing systems for the Director including information stored on the Q:drive and other University systems, as well as paper based files. Contribute to overall Directorate filing system strategy and management. Reviewing and making recommendations to improve systems as required.
3. Use initiative to manage complex diary for the Director ensuring effective use of Director's time and delegating to other members of the Directorate where appropriate. Manage logistics for complex multi-week, multi-timeframe itineraries.
4. Liaise with a wide range of internal and external stakeholder high profile groups in a professional manner to ensure efficient flow of communication and information to/from the Directorate. This will specifically include the Senate, UEB/UOB and Faculty Executive Boards Public Engagement Operational Group, Public Engagement Committee, Business Engagement Operational Group.
5. Co-create and implement a complex annual meeting cycle to incorporate externally facing partners UEB/ UOB and Faculty Executive Boards etc.
6. Plan objectives and outcomes from external and internal meetings and producing relevant documentation as required such as minutes, briefing notes, correspondence, agendas, progress reports and risks/issues logs. Identifying, independently, other senior staff within the Directorate to coordinate input, responses and subsequent actions.
7. Liaise with colleagues across the University to ensure timely and accurate responses to requests for information from external sources.
8. Develop and maintain effective and efficient data within departmental databases and maximise the use of relevant University databases, generating management reports as required, e.g. prospect management reports, staffing information, monitoring of budget, etc.
9. Provide specialist input and support for key project initiatives, both across the Directorate and beyond, through the timely provision of project documentation, including project plans, progress reports and risk/issue logs.
10. Research strategic issues, as directed by the Director, and bringing together information from a number of sources to develop meaningful internal reports and updates for staff within the Directorate and beyond.
11. Identify policy and planning issues within the Directorate and raise these with senior managers, providing information/findings and outline recommendations on how to deal with specific issues. Supporting the Director in assimilating strategy and planning activities across the Directorate, seeking to ensure alignment and coordination across teams.

12. Supervise and delegate work to clerical staff in the Directorate office and ensure work is completed at an appropriate standard and to meet deadlines. Oversee management of expenses and HR systems. Review work practices within team and recommend and action improvements to streamline processes and to ensure excellent quality service provided.
13. Organise significant activities and events and develop protocols and documentation relating to key External Boards and Committees (listed in point 3).
14. Organise campus visits and events for key stakeholders to support the Director's work.
15. Any other duties as reasonably requested by the Director.

ESSENTIAL CRITERIA:

1. Relevant academic or vocational qualifications (e.g. 2 A Levels, NVQ 3, Institute of Administrative Management Diploma or Private Secretary's Diploma or equivalent and GCSE (Grade A-C) in English Language (or equivalent) plus experience below*.
2. *Four years recent (within last seven years), relevant experience supporting a senior/ executive manager or strategic project area to include:
 - Diary management, meeting preparation (producing papers/ briefing information, collating data, etc.) and Committee servicing.
 - Experience of organising complex events and meetings involving multi- disciplinary teams and/ or external stakeholders.
 - Experience of preparing complex reports and associated documentation to support decision-making;
 OR
 Substantial recent relevant experience in similar roles supporting a senior/ executive manager or strategic project area as outlined above.
3. Relevant experience of and enthusiasm to work in fast-paced, matrixed, goal-oriented environment.
4. Relevant experience of working with high profile, high-net-worth or otherwise influential (external) individuals.
5. Event management experience (10 – 100 people).
6. Excellent IT skills including advanced use of Outlook, Excel, Word, PowerPoint and Microsoft Teams.
7. Strong oral and written communication skills.
8. Strong organisational skills and ability to prioritise a diverse workload.
9. Demonstrable ability to build professional relationships with a wide variety of people.
10. Demonstrable ability to work under pressure and in a calm and professional manner.
11. Demonstrable ability to work independently and manage time and resources effectively.
12. Attention to detail.
13. Strong team ethos.
14. Willingness to work flexibly as required in accordance with the needs of the post.

DESIRABLE CRITERIA:

1. A degree (or equivalent) in any discipline or relevant vocational qualifications (at this level).
2. OCR/ RSA Word Processing qualification (or equivalent).
3. ECDL qualification.
4. Experience of Public Engagement work in an educational setting.
5. Experience of engaging with key stakeholders from the civic, political and business sectors.
6. Experience of working with senior level staff within a large organisation.
7. Experience of delegation.
8. Experiences of database creation and management.
9. Demonstrable understanding of the role of universities and their contribution to society.
10. Demonstrable good knowledge of the academic structures and functions of the University.
11. Excellent presentation skills.