

JOB DESCRIPTION

Job Title:	Faculty Executive Support Manager	Grade:	SG7
Department:	Greenwich Business School Professional Services	Date of Job Evaluation:	June 2023
Role reports to:	Head of Business Operations	SOC Code	TBC
Direct Reports	Senior Finance Administration Officer, Faculty Executive Officer – Team Lead, Faculty Executive Officers, Resources and Sustainability Administrator		
Indirect Reports:	None		
Other Key contacts:	Faculty Operating Officer, PVC and Executive Dean, Deputy Dean, Associate Deans, Heads of School, academic staff, administrative support colleagues, students, University colleagues at all levels, visitors, external collaborators, contacts, examiners.		
This role profile is non-contractual and provided for guidance. It will be updated and amended from time to time in accordance with the changing needs of the University and the requirements of the job.			

PURPOSE OF ROLE:

To lead and manage the Faculty Executive Support team, ensuring high quality PA support to the Greenwich Business School Leadership Team, as well as administration as regards procurement, HR recruitment, and other executive support-related duties critical to the successful business operation in the Greenwich Business School.

To develop, implement and maintain robust administrative systems that support the success of the Greenwich Business School, ensuring correct procedures are followed across all its activities in accordance with current the University's regulations and processes.

KEY ACCOUNTABILITIES:

Team Specific:

- To lead and coordinate the work of the Greenwich Business School (GBS) Executive Support team.
- Professional Line Management responsibility for permanent members of the Executive Support team staff. This will involve liaising closely with Heads of Schools, PVC and Executive Dean, Deputy Dean, FOO, and Associate Deans who

will operationally set day to day tasks to those staff providing support to each area, and ensure cover is maintained across the team.

- Oversee and seek continuous improvement to Faculty procurement processes ensuring transparent, ethical and efficient coordination of purchasing goods from University-approved suppliers.
- Contribute to coordination of the ongoing development and improvement of Faculty level services, taking a lead in specific areas in liaison with the FOO and Head of Business Operations
- Establish and maintain good working relationships in managing the delivery of an efficient Executive Support service.

Generic:

- Working closely with the Head of Business Operations, lead on HR recruitment processes for permanent and temporary staff including HPPL, coordinating requirements of Schools to ensure working within agreed budgets and contracting arrangements.
- Devise and implement efficient systems, process and procedures, keeping requirements under review and ensure consistency across GBS and support the implementation of changes to university policies and procedures as required and actively monitor their effectiveness.
- Act as Faculty lead for procurement and provide guidance to staff, where required, and ensuring GBS processes meet regulatory requirements and University policy.
- To take a lead in records management as regards procurement in GBS, ensuring that appropriate storage, organisation and the maintenance of record keeping, filing and archiving systems is achieved.
- Ensure timely billing and invoicing of the University' overseas collaborative partners, ensuring accuracy of invoices with support from Finance administrative staff within the Executive Support Team.
- To co-ordinate the induction, training and development needs of GBS' professional services staff, ensuring alongside line managers, training needs are identified and coordinated to ensure that behaviours are aligned to the university values, enabling staff to deal within their roles and develop their capability.
- To oversee the planning and allocation of office space for staff in the Greenwich Business School and also be responsible for the planning and execution of all office moves including liaison with Estates and Facility, procurement, IT, and notifying payroll and staff site relocations.
- Provide advice, guidance and training to staff and students in relation to GBS and University policies, procedures and regulations (e.g., during staff and student induction programmes).
- Promote effective communication and strong customer care ethos in service to colleagues, students and external stakeholders.

- To undertake research, analysing outcomes, drafting text and providing information for reports, briefings and Committees for the GBS Leadership Team.
- Liaise with University Offices, other Faculty and Schools and external stakeholders as necessary.
- Act as administrative representative for GBS, participating in relevant GBS and University networks, working groups and committees as required within the remit of the role.

Managing Self:

- Self-motivated with the ability to work under pressure during peak periods.
- Team-focused, providing support to colleagues and activities as required
- Develop and maintain positive relationships with a range of stakeholders.
- Responsible for maintaining own continuous development and ability to develop others.
- Respond to queries in a timely manner.
- Maintain confidentiality at all times

Core Requirements:

- Adhere to and promote the University's policies on Equality, Diversity and Inclusion and Information Security;
- Ensure compliance with Health & Safety and Data Protection Legislation;
- Support and promote the university's Sustainability policies, including the Carbon Management Plan, and carry out duties in a resource efficient way, recognising the shared responsibility of minimising the university's negative environmental impacts wherever possible
- Adhere to current legal requirements and best practice relating to digital content and accessibility, including Web Content Accessibility Guidelines when creating digital content.

Additional Requirements:

Undertake any other duties as requested by the line manager or appropriate senior manager, commensurate with the grade.

The role will be based at the Greenwich Maritime Campus with occasional travel expected to the University's Avery Hill and Medway campuses for training, events or other activities.

At certain times of the year will be required to work outside normal working hours to support the team and GBS' core activities.

This is a professional, demanding role within a complex organisation with an ambitious strategic plan and agenda for change. The role holder will be expected to show flexibility in working arrangements, including working hours, to ensure that Greenwich Business School delivers the required level of service.

KEY PERFORMANCE INDICATORS:

- Effective Administrative support, ensuring a positive staff and student experience
- Timely production and delivery of work, meeting deadlines as required.
- Building effective relationships with key stakeholders.
- Contribution to the team ethos and effectiveness.
- Enquiries responded to in a timely manner

KEY RELATIONSHIPS (Internal & External):

- PVC and Executive Dean, Deputy Dean, FOO, Associate Deans, Heads of Schools, GBS staff; Staff in Central Services across the University
- External partners, suppliers, collaborators, consultants, examiners and other external stakeholders, students.

PERSON SPECIFICATION	
Essential	Desirable
<p>Experience</p> <ul style="list-style-type: none"> • Working in a supervisory role. • Working with a wide range of senior colleagues with conflicting demands • Experience of planning and prioritising work in order to meet deadlines. • Experience of working collaboratively across different functional areas. • Experience of working in a busy and professional office • Significant administrative experience • Experience of developing and managing administrative systems and procedures 	<p>Experience</p> <ul style="list-style-type: none"> • Working in the Higher Education sector or similar environment • Experience of contract management

<p>Knowledge</p> <ul style="list-style-type: none"> • Knowledge of HE institutions and the current challenges in the sector • Knowledge of data governance principles <p>Skills</p> <ul style="list-style-type: none"> • High level of competency in MS Office particularly excel • Strong customer focus demonstrating a thorough understanding of and helping to address customer needs • Ability to lead and motivate staff, set objectives and determine priorities. • Influencing and coaching skills • Building and maintaining relationships with key stakeholders in a professional manner (e.g. courteously, efficiently, assessing level of priority) • Ability to anticipate potential problems / anomalies and deal with them before they become major issues • Working proactively and effectively without close supervision <p>Qualifications</p> <ul style="list-style-type: none"> • Degree or professional qualification and/or extensive relevant administrative experience or considerable proven relevant experience <p>Personal attributes</p> <ul style="list-style-type: none"> • We are looking for people who can help us deliver the values of the University of Greenwich: 	<p>Knowledge</p> <ul style="list-style-type: none"> • N/A <p>Skills</p> <ul style="list-style-type: none"> • Able to create reports and compile statistics as required. <p>Qualifications</p> <ul style="list-style-type: none"> • N/A <p>Personal attributes</p> <ul style="list-style-type: none"> • N/A
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Inclusive, Collaborative and Impactful	
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