

JOB DESCRIPTION

Job Title:	Executive Officer	Grade:	SG6
Department:	Vice-Chancellor's Office	Date of Job Evaluation:	November 2023
Role reports to:	Vice Chancellor's Executive Support Manager but will have a strong working relationship with senior members of the Vice-Chancellor's Office, who they will support.	SOC Code	TBC
Direct Reports			
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:

Provide proactive, high level, confidential administrative and project support to the Deputy Vice-Chancellor. Including effective diary and inbox management, planning, meeting preparation and management, as well as ad-hoc administrative duties as required. This role also includes supporting with events and projects across the Vice-Chancellor's office.

The role will actively engage and collaborate with Vice-Chancellor's Office Executive Support Team to provide support across several members of the Vice-Chancellor's Office.

KEY ACCOUNTABILITIES:

Team Specific:

- Provide comprehensive, confidential, executive support in line with required standards and protocols
- Organise and manage diary commitments, including making any necessary travel and associated arrangements
- Establish and maintain good working relationships with internal and external contacts at all levels in contributing to the delivery of an efficient support service
- Ensure correspondence, reports, meeting materials are received well in-advance of relevant meetings

- Organise and service committee meetings and groups, ensuring that actions are followed up, completed, reported back and correctly minuted/noted as required
- Maintain current and accurate records and logs in accordance with information management protocols
- To coordinate projects and/or events as required by the Vice-Chancellor's Office.
- To assist with supporting other members of the Vice-Chancellor's Office during annual leave and absences
- Draft communications on behalf of the DVC, as appropriate

Generic:

- Establish and maintain good working relationships with internal and external contacts at all levels in order to collaborate effectively
- Ensure that sensitive and confidential issues are handled in an appropriate manner
- Respond to queries in a timely manner
- Coordinate and support with the execution of events and/or projects within the Vice-Chancellor's Office
- Take notes/minutes of meetings and service committees where required
- Ensure confidentiality and sensitivity at all times

Managing Self:

- Prioritise workload effectively, ensuring the DVC's deadlines are appropriately met.
- To be proactive in providing administrative support on a range of key activities on behalf of the Deputy Vice-Chancellor (DVC).
- Ability to anticipate potential problems / anomalies and prioritise accordingly.
- Team-focused, providing support to colleagues and activities as required.
- Self-motivated with the ability to work under pressure during peak periods.
- Ability to plan and manage projects effectively, ensuring that clear objectives are set.
- Responsible for maintaining own continuous development

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.

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 delivers the required level of service.

KEY PERFORMANCE INDICATORS:

- Effectiveness of executive support (measured by customer satisfaction of people management issues)
- Timely production and delivery of work to agreed timescales, quality and to plan
- Contribution to team climate and effectiveness
- Enquiries responded to in a timely and effective manner (measured by surveys, customer feedback, complaints)
- Levels of customer satisfaction (measured by surveys, customer feedback, complaints)
- Compliance with corporate standards

KEY RELATIONSHIPS (Internal & External):

- Vice-Chancellor's Office Colleagues

- Staff at all levels in Faculties and Directorates
- Students' representatives
- Health and Safety Services

PERSON SPECIFICATION	
Essential	Desirable
<p>Experience</p> <ul style="list-style-type: none"> • Strong experience as an Executive Assistant to a senior manager, handling matters of significant importance and of a confidential nature • Experience of planning and prioritising work in order to meet deadlines. • Experience of working collaboratively across different functional areas. • Event/project coordination experience. <p>Skills</p> <ul style="list-style-type: none"> • Excellent working knowledge of Microsoft Office. • Demonstrate a high degree of accuracy and the ability to pay close attention to detail. • Excellent interpersonal skills. • High level of proficiency in English, both written and oral. • Excellent organisational skills • Able to work independently and as a team member • Flexible and professional approach to work • Tactful, diplomatic and discreet. • Adaptable to different types of work and workloads • Proactive and able to anticipate future demands and 	<p>Experience</p> <ul style="list-style-type: none"> • Working in the HE environment • Experience of ensuring compliance with health and safety requirements <p>Skills</p> <ul style="list-style-type: none"> • Experience of minute taking and supporting committees.

<p>needs</p> <p>Qualifications</p> <p>Relevant qualifications or equivalent work experience</p> <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: Inclusive, Collaborative and Impactful	<p>Qualifications</p> <p>Bachelors Degree or equivalent</p> <p>Personal attributes</p> <ul style="list-style-type: none">• N/A
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