

JOB DESCRIPTION

Job Title: Faculty Executive Support Officer

Grade: SG5

Department: Greenwich Business School

Responsible to: Senior Executive Support Officer

Responsible for: N/A

Key Contacts: Senior Leadership Team, Senior Academic Leads, Faculty colleagues, including other administrative and support staff, academics, and researchers.

Non-Contractual Nature of Role Profile: 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

- The Greenwich Business School is seeking an enthusiastic individual to provide a high standard of administrative support to the Greenwich Business School Senior Management team (PVC/FOO/Deputy Dean/Associate Dean/Directors/Heads of Department/School).
- This role requires the administrator to undertake a wide range of administrative tasks and develop efficient and effective systems.
- The role holder will establish and maintain good working relationships with internal and external contacts at all levels in contributing to the delivery of an efficient support service and excellent customer service.
- This individual will need to adhere to strict confidentiality while working within the Pro Vice Chancellor and Executive Dean's office.
- Each of the Executive Support Officers take the lead on agreed responsibilities but will work flexibly to support activities across the team.

KEY ACCOUNTABILITIES

Team Specific:

- Work effectively in the Greenwich Business School Executive Support team, ensuring a timely and professional approach that reflects positively on the Greenwich Business School and Senior Management Team.
- Support other members of the team and play a supportive and collaborative role.
- Establish and maintain good working relationships with internal and external contacts at all levels in contributing to the delivery of an efficient support service.

Generic:

- Provide a comprehensive, confidential administrative support and professional secretariat service in line with required Greenwich Business School standards and protocols.
- To provide day to day administrative support for the Greenwich Business School Senior Management team.
- Maintain diary commitments, making any necessary travel and associated arrangements liaising with the Greenwich Business School Senior Management team on support required.
- Deal appropriately with all matters, prioritise or forward as necessary and draft responses when requested.
- Prepare correspondence, reports, documentation, and materials ensuring a high level of accuracy.
- Organise and service committees, meetings, and groups, ensuring that actions are followed up, completed, reported back and correctly noted including the Collective Administrative Team Meetings.
- Support small-scale projects as directed, researching, and collating the information required.
- Ensure that sensitive and confidential issues are handled in an appropriate manner.
- Work with the Senior Executive Support Officer in the planning of the Recruitment & Selection interview process. Liaise with relevant Heads of Schools on staff involvement in the interviews.
- Liaise with the People Directorate on interview times, panel packs etc. Book Rooms, prepare interview papers for the Formal Interview Panel and send out paperwork and diary invites. Act on the day to ensure candidates reach their interviews and complete interview exercises on time.
- Liaise with internal and external stakeholders at all levels as required within the remit of the role.
- Provide an excellent customer service to callers to the Pro Vice Chancellor/Executive Support Office.
- Carry out Right to Work checks for visiting lecturers and complete payment paperwork at the end of their tenure.
- Maintain current and accurate Greenwich Business School records and logs in accordance with information management protocols.
- Maintain a record of academic staff appraisals and probationary periods. Organising the process of annual appraisals and scheduling individual meetings.
- Assisting academic staff with conference attendance through SharePoint e.g., registration, booking travel/hotel arrangements, liaise with conference coordinators, letters for visas in support of application to travel.
- Organise Departmental Away days.
- Liaise with key stakeholders for organisation of 'Admin Week' schedule to arrange rooming and refreshments.
- Maintain staff mailing lists and organisation charts for the Faculty
- Support and organise attendance at Graduation Ceremonies e.g., robing details, attendance.
- To act as local DSE assessor and Fire Warden, ensuring DSE

- assessments are up to date and to provide support as required.
- Assist with the setup of office space and moves for staff in the Greenwich Business School including liaison with Estates and ILS
- General office duties i.e., raising purchase orders and ordering stationery in the absence of the Faculty Procurement team.

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.
- Always maintain confidentiality.

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 that Greenwich Business School activities 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):

- Building effective relationships with key stakeholders.
- Contribution to the team ethos and effectiveness

PERSON SPECIFICATION

EXPERIENCE:

Essential Criteria

- Administrative and/or secretariat experience.
- Experience of planning and prioritising work to meet deadlines.
- Experience of working collaboratively across different functional areas.
- Experience of working in a busy and professional office.
- Supporting high-level committee meetings and taking minutes.
- Experience of successfully managing and organising high profile events.
- Project management experience.

Desirable Criteria

- Working in the Higher Education sector or similar environment.
- Experience of using online central systems and packages

SKILLS:

Essential Criteria

- Excellent working knowledge of Microsoft Office
- High level of proficiency in English, both written and oral.
- Demonstrate a high degree of accuracy and the ability to pay close attention to detail.
- Adaptable to different types of work and workloads.
- Calm under pressure.
- 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.
- Ability to prioritise and manage own workload and delegate tasks appropriately.
- Ability to plan and manage projects effectively, ensuring that clear objectives are set.

QUALIFICATIONS:**Essential Criteria**

- Degree or professional qualification and/or extensive relevant administrative experience.

PERSONAL ATTRIBUTES:**Essential Criteria**

- We are looking for people who can help us deliver the [values](#) of the University of Greenwich: Inclusive, Collaborative and Impactful.