

JOB DESCRIPTION

Job Title:	Faculty Executive Support Officer	Grade:	SG5
Department:	Faculty of Business	Date of Job Evaluation:	January 2020
Role reports to:	Maureen Montague		
Direct Reports	N/A		
Indirect Reports:	N/A		
Other Key contacts:	Pro-Vice Chancellor, Faculty Operating Officer, Directors, Heads of Departments		
<p>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.</p>			

PURPOSE OF ROLE:

The Faculty of Business is seeking an enthusiastic individual to provide a high standard of administrative support to the Faculty Senior Management team (PVC/FOO/Directors/Heads of Department).

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'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 Business Faculty and Executive Support team, ensuring a timely and professional approach that reflects positively on the Faculty 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 Faculty standards and protocols.
- To provide day to day administrative support for the Faculty Senior Management team.
- Maintain diary commitments, making any necessary travel and associated arrangements liaising with the Faculty 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 Executive Officer in the planning of the Recruitment & Selection two-day interview process. Liaise with relevant Heads of Department on staff involvement in the interviews.
- Liaise with Human Resources on interview times, panel packs etc. Book Rooms for presentations. Prepare interview papers for the Formal Interview Panel. Act on the day to ensure candidates reach their interviews and in tray exercises on time. Book and manage two Tour Ambassadors to help in escorting candidates to their interview.
- 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.
- Hourly Paid Part-Time Lecturer (HPPL) Management e.g. liaison with Heads of Department for timetabling and contractual hours, prepare HPPL contracts, liaise with HPPLs to sign contract and photocopying original eligibility to work documentation.
- Prepare/maintain a spreadsheet of overall HPPL hours for each Department and liaise with the Faculty Operating Officer for budgeting purposes. On a weekly basis send spreadsheet to HR.
- Information gathering and updating of all induction material for new HPPLs. Coordination of Induction Day for Visiting Lecturers in line with the Admin Week Scheduled (liaising with the Director of Student Experience).
- Maintain current and accurate Faculty records and logs in accordance with information management protocols including faculty staff sickness and leave.
- 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 Director of Student Experience for organisation of 'Admin Week' schedule to arrange rooming and refreshments.

- Maintain the directory.
- 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 set up of office space and moves for staff in the Faculty including liaison with Estates and Facility, IT and notifying payroll and staff site relocations.
- General office duties i.e. filing, photocopying, stationery ordering, mail distribution in the absence of the Resources and Sustainability Officer.

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.

Additional Requirements:

Undertake any other duties as requested by the PVC or their line 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 the Faculty of Business delivers the required level of service.

Any other duties as may be reasonably requested by your line manager.

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

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):

- Senior Management Team, Faculty colleagues, including other administrative and support staff, academics and researchers
- Senior Staff across the University
- External collaborators, consultants
- Students

PERSON SPECIFICATION
Essential
Experience

- Administrative and/or secretariat experience
- 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.
- Supporting high-level committee meetings and taking minutes.
- Experience of successfully managing and organising high profile events.
- Project management experience.

Skills

- Excellent working knowledge of Microsoft Office
- High level of proficiency in English, both written and oral.

Desirable
Experience

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

Skills

- N/A

- 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.
- Working proactively and effectively without close supervision
- Excellent communication and interpersonal skills (in writing, over the phone and in person)
- Commitment to continuing professional development and desire to develop in the role.
- Discreet approach and ability to maintain confidentiality.

Qualifications

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

Personal attributes

- We are looking for people who can help us deliver the [values](#) of the University of Greenwich: Excellence, Determination, Inclusivity, Ambition and Creativity

Qualifications

- N/A

Personal attributes

- N/A