

## JOB DESCRIPTION

<b>Job Title:</b>	Executive Assistant	<b>Grade:</b>	SG5
<b>Department:</b>	Vice-Chancellor's Office	<b>Date of Job Evaluation:</b>	July 2021
<b>Role reports to:</b>	Executive Assistant to the Vice-Chancellor but will have a strong working relationship with senior members of the Vice-Chancellor's Office, who they will support.		
<b>Direct Reports</b>	N/A		
<b>Indirect Reports:</b>	N/A		
<b>Other Key contacts:</b>	Vice Chancellors Group and Vice-Chancellor's support office; Members of Faculties and Offices; Students.		
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:**

- Provision of high standard of secretarial and administrative support
- To work effectively as a member of the Vice-Chancellor's Office Support team, ensuring a timely and professional approach that reflects positively to the senior management team.
- Be a first point of contact with visitors to the Vice-Chancellor Offices and contribute to their perception of the university as a first-class Higher Education Institution
- Work closely with and enable senior members of the Vice-Chancellor's Office to be as efficient and effective as possible

### **KEY ACCOUNTABILITIES:**

#### **Team Specific:**

- Establish and maintain professional working relationships with contacts within the University at all levels and with external organisations and individuals
- Operate as a member of the Vice-Chancellor's Office Administration team

#### **Generic:**

- Manage the diary appointments in the most effective and comprehensive way
- Ensure people you support have comprehensive details of appointments and all necessary paperwork by use of a bring forward system

- Deal with incoming mail, prioritise, forward or copy as necessary and draft responses as appropriate
- Manage email inbox to ensure incoming correspondence is dealt with efficiently and filed where necessary
- Deal with and determine the importance of, incoming telephone calls in a sensitive and professional manner. Receive and pass on messages, often of a detailed and confidential nature
- Take minutes of meetings and service committees
- Ensure confidentiality and sensitivity at all times
- Organise meetings, lunches and dinners
- Welcome visitors
- Make local, national and international travel arrangements
- Establish and maintain an appropriate information storage and retrieval system

### **Managing Self**

- Responsible for maintaining own continuous professional development (CPD) and knowledge of 'best practice'
- Work to deadlines and project plans
- Respond to enquiries in a timely and effective manner

### **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:**

Any other duties appropriate to the post and grade.

**KEY PERFORMANCE INDICATORS:**

- Effectiveness of administrative 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

<b>PERSON SPECIFICATION</b>	
<b>Essential</b>	<b>Desirable</b>
<b>EXPERIENCE</b>	
<ul style="list-style-type: none"> <li>• Experience as an executive assistant to a senior manager, handling matters of significant importance and of a confidential nature</li> <li>• Advance IT experience and conversant in the use of standard office IT packages</li> </ul>	<ul style="list-style-type: none"> <li>• Working in the HE environment</li> </ul>
<b>SKILLS</b>	
<ul style="list-style-type: none"> <li>• Able to deal with people in a calm, polite and professional manner in person, on the telephone, via email and other electronic or new media communication</li> <li>• Able to prioritise workload</li> <li>• Good organisational skills</li> <li>• Able to work independently and as a team member</li> <li>• Flexible and professional approach to work</li> </ul>	<ul style="list-style-type: none"> <li>• Minute taking</li> </ul>

<ul style="list-style-type: none"> <li>• Accurate and pays attention to detail</li> <li>• Excellent interpersonal skills</li> <li>• Clear and professional telephone manner</li> <li>• Tactful, diplomatic and discreet.</li> <li>• Adaptable to different types of work and workloads</li> <li>• Dependable and reliable</li> </ul>	
<b>QUALIFICATIONS</b>	
<ul style="list-style-type: none"> <li>• High level proficiency in English, both written and oral</li> </ul>	<ul style="list-style-type: none"> <li>• N/a</li> </ul>
<b>PERSONAL ATTRIBUTES</b>	
<p>We are looking for people who can help us deliver the <a href="#">values</a> of the University of Greenwich: Inclusive, Collaborative, Impactful.</p>	<p>N/a</p>