

## JOB DESCRIPTION

<b>Job Title:</b>	Faculty Executive Support Officer	<b>Grade:</b>	SG5
<b>Department:</b>	Faculty of Engineering & Science	<b>Date of Job Evaluation:</b>	
<b>Role reports to:</b>	Head of Business Operations		
<b>Direct Reports</b>	N/A		
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:**

Working as part of a team of support officers, the role holder is to provide a high standard of administrative support to the Head of Schools. Undertaking a wide range of administrative tasks and developing efficient and effective systems and must adhere to strict confidentiality while working within the Faculty Senior Management Team.

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.

Each of the Executive Support Officers will take the lead on agreed responsibilities but will work flexibly to support activities across the team.

### **KEY ACCOUNTABILITIES:**

#### **Team Specific:**

- Work effectively in the Executive Admin 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 standards and protocols.
- Provide day to day administrative support for the Head of Schools as part of the Senior Management team.
- Maintain diary commitments, making any necessary travel and associated arrangements.

- 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.
- 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 Officer in the planning of the Recruitment & Selection two day interview process. Liaise with relevant Heads of Schools 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 Executive Support Office.
- Hourly Paid Part-Time Lecturer (HPPL) Management e.g. liaison with Heads of Schools 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 School and liaise with the Head of Business Operations/Faculty Operating Officer for budgeting purposes.
- 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 Senior Executive Officers).
- Maintain current and accurate records and logs in accordance with information management protocols including 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 e.g. registration, booking travel/hotel arrangements, liaise with conference coordinators, letters for visas in support of application to travel to include arranging approval of travel risk assessments.
- Organise Departmental/School Away days.
- Liaise with key stakeholders for organisation of 'Admin Week' schedule to arrange rooming and refreshments.
- Maintain the School/Faculty directory.
- Support and organise attendance at Graduation Ceremonies e.g. robing details, attendance.

- To service and support a Health & safety Committee/Group within the Faculty/Schools.
- 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, working with Campus Academic Services Managers 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.

**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.

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 Engineering and Science 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):**

- Heads of School
- Senior Management Team in the Faculty and across the University
- Executive Support Officers throughout the University
- Professional Support Staff
- Academic and Research Staff
- Faculty Health & Safety Managers
- External collaborators, consultants
- Students

<b>PERSON SPECIFICATION</b>	
<b>Essential</b>	<b>Desirable</b>
<p><b>Experience</b></p> <ul style="list-style-type: none"> <li>• Administrative and/or secretariat experience</li> <li>• Experience of working collaboratively across different functional areas.</li> <li>• Experience of working in a busy and professional office.</li> <li>• Supporting high-level committee meetings and taking minutes.</li> <li>• Experience of successfully managing and organising high profile events.</li> <li>• Advance IT experience and conversant in the use of standard office IT packages.</li> </ul> <p><b>Skills</b></p> <ul style="list-style-type: none"> <li>• Excellent interpersonal skills</li> <li>• Ability 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> </ul>	<p><b>Experience</b></p> <ul style="list-style-type: none"> <li>• Working in Higher Education</li> <li>• Experience of using online central systems and packages.</li> <li>• Project management experience.</li> </ul> <p><b>Skills</b></p> <ul style="list-style-type: none"> <li>• N/A</li> </ul>

- Ability to plan and prioritise workload in order to meet deadlines.
- Good organisational skills
- Ability to work independently and as a team member.
- Flexible and professional approach to work
- Accurate and pays attention to detail
- Clear and professional telephone manner
- Tactful, diplomatic and discreet
- Adaptable to different types of work and workloads
- Dependable and reliable

**Qualifications**

- A good standard of general education including minimum of A-C grade in GCSE Maths and English or equivalent.

**Personal attributes**

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

**Qualifications**

- Degree or professional qualification
- Project Management Qualifications

**Personal attributes**

- N/A