

Message from the Director of Estates and Facilities Management

Dear Colleague,

Loughborough University is a fantastic place to work and study. There is a real pride in the University that touches everyone associated with it. We want to attract and retain the best people to work in our Maintenance and Engineering team at Loughborough University and believe that we offer an attractive total reward package that includes: generous index linked pension, generous holiday allowance, access to sporting facilities and gym membership at staff rates and many other benefits. We hope that you will apply and look forward to meeting you

Throughout our history we have built upon our distinctive characteristics and enhanced our strengths. Our origins in 1909, as one of the UK's foremost technical institutes focused on meeting society's needs, set in train an ethos that is still evident at Loughborough today.

Our campus in the heart of Leicestershire – one of the largest in the UK, spanning 440 acres – provides a supportive and enriching environment with first-rate facilities for both staff and students. Loughborough is the largest single site University campus in the UK at 440 acres; it is located close to a market town and is only minutes away from the motorway network. The Estate is in a sylvan setting, with a huge variety of academic, residential, commercial and sports facilities and is 362,000 sq. m in total. There are 154 buildings as well as a further 85 acres that is currently agricultural land adjoining campus that has planning permission for the further development of the Loughborough University Science and Enterprise Park (LUSEP) and is part of an Enterprise Zone. Our Facilities have been voted the best in the UK for the last five years in the Time Higher Student Satisfaction survey and voted the best in the WhatUni 2018 and 2019 awards.

Graham Howard

Job Title: Executive Assistant

Job Ref: REQ221198

General Details	
Job Title:	Executive Assistant
Professional Service:	Estates & Facilities Management – Catering, Residential and Domestic Services
Location	Loughborough University
Tenure:	Open ended
Hours/FTE	Full Time - 37 hours per week
Grade/Salary	Administrative Services Grade 4 - £22,149 to £25,642 per annum
Holiday	34 days inclusive of 8 Bank holidays and 6 University closure days
Pension	Automatic enrolment into the Local Government Pension Scheme
Starting date:	Asap

Job Purpose
<p>To ensure all compliance documentation relating to Food Safety, Residential Compliance, GDPR, Data Protection and Health and Safety are maintained in audit ready at any given point of contact. To provide general administrative support to the Director of Catering, Residential and Domestic Services and to act as main point for contact for the department with circa 500 people</p>

Management & Supervision	
Reporting to:	Director of Residential, Catering and Domestic Services

Responsibilities
<p>Compliance and Sustainability</p> <ul style="list-style-type: none"> • Provide administrative support for Food Safety and Health and Safety audits ensuring the action and implementation log is up to date • Keep up to date documentation with regards to legal compliance and complete annual reviews/amendments of documentation and schedules • Maintain the asset database, vehicle database and associated compliance records for audit purposes as required • Annually, ensure information on the water safety management system is up to date in coordination with the Water Hygiene Manager • GDPR co-ordinator and Data Protection Impact Assessments (DPIA) assessor for the Catering, Residential and Domestic Services Team as per the university requirement • Help to provide administration support needed to meet sustainability targets for the Catering, Residential and Domestic Services Team • Working with The Senior Management Team to develop and maintain the sustainability KPI tracker • Keep up to date with the latest sustainability requirements, maintain documents and act as the main contact for the University Net Zero Strategic Group for administration and co-ordination purposes for Catering, Residential and Domestic Services <p>Coordination</p> <ul style="list-style-type: none"> • First point of contact with other departments and visitors

- Co-ordinate and assist with the scheduling of annual maintenance activities in collaboration with other stakeholders
- Organise the annual staff presentation and other staff engagement meetings

Social media

- Generate original and engaging content with a focus on digital channels in partnership with operational colleagues and student ambassadors
- Evaluate emerging digital platforms and technologies and make recommendations on their potential adoption in consultation with the Customer Service team and the University Marketing team
- Help to produce, check, and edit engaging and creative written blog content to an impeccable standard
- Liaise with student content creators including vloggers and bloggers, providing signposting, for training and advice on video production and blog creation
- Assist with day-to-day scheduling and management of the department social media channels
- Analyse and report on the success of content and campaigns to inform future creative decisions. Submit periodic report to the Senior Leadership Team
- Coordinate activities of students associated with departmental social media channels
- Co-ordinate the development and maintenance of the catering website and any other marketing materials as necessary

HR Support

- Provide administrative support for HR processes as and when required
- Annually, co-ordinate and record the online PDR process for all staff within Catering, Residential and Domestic Services, liaising with HR as appropriate
- Keep all policies and procedures up to date and stored for easy access

Administrative Support

- Generate financial reports and provide financial data to assist with business planning and budget monitoring
- Provide administrative support including scheduling and organising meetings, preparing agendas, collating supporting documentation and minute taking
- Assist with the maintenance of information systems such as archives, records, etc ensuring compliance with University regulations and data protection, and the timely delivery of accurate information as and when required
- Use of the Agresso finance system and purchases via the purchase card, raising purchase orders and BACS transfer requests
- Book conferences and make travel and accommodation arrangements
- Update and maintain central drives and manage access
- Produce quarterly newsletter, co-ordinating with departmental heads

Other

- Undertake any training and development deemed appropriate for the position by the relevant line manager

Points To Note

The purpose of this job description is to indicate the general level of duties and responsibility of the post. The detailed duties may vary from time to time without changing the general character or level of responsibility entailed.

Professional Development

Loughborough University supports the professional development of colleagues and encourages continuous professional development to ensure professional skills and knowledge are maintained.

Conditions of Service

The appointment will be subject to the University's normal Terms and Conditions of Employment for Academic and Related staff/Operational and Administrative staff, details of which can be found [here](#).

The University is committed to enabling staff to maintain a healthy work-home balance and has a number of family-friendly policies which are available at <http://www.lboro.ac.uk/services/hr/a-z/family-leave-policy-and-procedure---page.html>.

We also offer an on-campus nursery with subsidised places, subsidised places at local holiday clubs and a childcare voucher scheme (further details are available at: <http://www.lboro.ac.uk/services/hr/a-z/childcare-information---page.html>)

In addition, the University is supportive, where operational needs allow, of flexible working arrangements.

We also strive to create a culture that supports equality and celebrates diversity throughout the campus. The University holds a Bronze Athena SWAN award which recognises the importance of support for women at all stages of their academic career. For further information on Athena SWAN see <http://www.lboro.ac.uk/services/hr/athena-swan/>

Special Conditions

All staff have a statutory responsibility to take reasonable care of themselves, others and the environment and to prevent harm by their acts or omissions. All staff are therefore required to adhere to the University's Health, Safety and Environmental Policy & Procedures.

All staff should hold a duty and commitment to observing the University's Equality & Diversity policy and procedures at all times. Duties must be carried out in accordance with relevant Equality & Diversity legislation and University policies/procedures.

Successful completion of probation will be dependent on attendance at the University's mandatory courses which include Respecting Diversity and, where appropriate, Recruitment and Selection.

As part of the University's ongoing commitment to redeployment, please note that this vacancy may be withdrawn at any stage of the recruitment process if a suitable redeployee is identified.

Organisational Responsibility

The role holder will report directly to the Director of Residential, Catering and Domestic Services

Person Specification

Your application will be reviewed against the essential and desirable criteria listed below. Applicants are strongly advised to explicitly state and evidence how they meet each of the essential (and desirable) criteria in their application. Stages of assessment are as follows:

- 1 – Application
- 2 – Test/Assessment Centre/Presentation
- 3 – Interview

Essential Criteria			
Area	Criteria	Stage	
Experience	Previous relevant experience of working in a busy office environment	1,3	
	Experience within a student or other customer- focussed environment including exposure to digital and social media coordination	1,3	
	Experience of establishing and maintaining accurate electronic records	1,3	
	Experience of working individually and as part of a team	1,3	
Skills and abilities	Flexibility and the ability to adapt to a changing work environment	1,3	
	Able to work under pressure and keep to deadlines	1,3	
	Able to plan, prioritise and work independently with minimal supervision	1,3	
	Excellent interpersonal, organisational, oral and written communication skills	1,3	
	Able to deal with a variety of people in a professional manner	1,3	
	Able to work with accuracy and attention to detail	1,2,3	
	Oral and written communication skills	1,3	
	Able to apply tact and discretion	1,3	
	Able to maintain confidentiality	1,3	
	Use of variety of software packages such as Microsoft Word, Outlook, Powerpoint, Excel, Access, etc to produce correspondence and documents and to maintain presentations, records, spreadsheets, and databases	1,2,3	
	Training	Willingness to undertake further training if required	1,3
		Adopt new procedures as and when required	1,3
Qualifications	A level education or equivalent	1	
	GCSE Grade C or equivalent in English and Mathematics	1	
Other	Commitment to observing the University's Equal Opportunities policy at all times	3	

Desirable Criteria		
Area	Criteria	Stage
Experience	Experience of working in a Higher Education setting	1,3

	Previous experience or qualification related to working within sustainability	1,3
	Experience of working in catering business environment	1,3
	Understanding of catering and facilities management processes and terminology	1,3
	Experience of Loughborough university specific systems and procedures.	1,3
Skills and abilities	Understanding and knowledge of relevant legislations eg. Data Protection Act, Freedom of Information etc.	1,3