

Job Ref: REQ241143

Executive Officer to the Vice-Chancellor

Job Description

Job Grade

Management and Specialist Grade 6

Job Purpose

In this role, you will provide proactive, high-quality executive and administrative support to the Vice-Chancellor of the University, based in the Vice-Chancellor's Office (VCO). You will lead and coordinate key support functions, including preparing briefings, prioritising tasks strategically, support on projects, managing diaries, emails, and correspondence.

This is a wide-ranging role offering opportunities, working with the Vice-Chancellor, to support the University's senior leadership team in a dynamic and collaborative environment. As part of the VCO, you will manage a diverse workload, work closely with colleagues, senior managers, and external stakeholders. Your contributions will be critical in ensuring the efficient operation of the Vice-Chancellor's office, enabling the effective delivery of their strategic objectives and key projects.

Job Duties

- To provide a highly professional level of executive support and workload management to the Vice-Chancellor, ensuring that their portfolio and day-to-day activities – whether internal or external in nature – are effectively managed and coordinated, and that deadlines are met.
- To ensure that their time is managed efficiently and effectively, including proactively forward-planning, taking long-term and strategic views into account, reviewing a range of requests and making independent judgements to ensure meetings are prioritised. To adapt approach to the needs and work practices of the Vice-Chancellor where appropriate.
- To manage the Vice-Chancellor's email and other correspondence (including much that is private and confidential, setting priorities and taking action as appropriate).
- Taking ownership of appropriate actions and follow-up related to the Vice-Chancellor and facilitating the resolution of matters requiring their attention, providing recommendations where appropriate. This may include correspondence, briefings, and actions from meetings.
- Arranging internal and external meetings, ensuring that the Vice-Chancellor is briefed appropriately ahead of time. With the Deputy Chief of Staff, taking a proactive approach to requesting, co-ordinating and collating briefing papers for meetings and ensuring content is accurate, proportionate to the need, and prepared well in advance.
- To communicate clearly and effectively within and beyond the VCO and the University on behalf of the Vice-Chancellor and senior managers; to represent the University appropriately at all times and to develop excellent working relationships with contacts, especially senior contacts, internally and externally.

- Collaborating with the VCO Office Manager, colleagues in the VCO and across the institution, play a key role in planning and arranging events or visits that relate to or involve the Vice-Chancellor with internal and external stakeholders. This includes high-profile hospitality events, e.g. the University's annual Council/Senate dinner, graduation, and hosting honorary graduates, VIPs and dignitaries
- Working with the Deputy Chief of Staff, supporting the Vice-Chancellor's chairing responsibilities for regular and ad hoc internal or external meetings such as VCR, and their role on senior committees such as Senate and Council.
- Working closely with the Deputy Chief of Staff, drafting correspondence, speeches, reports, papers and other documentation as required. Editing and checking documents produced by the Vice-Chancellor to ensure accuracy.
- Building and maintaining relationships with a range of stakeholders including:
 - Members of Council, Senate, University Executive Board, University Leadership Group and the Senior leadership team including the Chair of Council;
 - Deans of Schools and Directors of Professional Services departments;
 - Colleagues within the wider VCO;
 - External visitors, international and high-profile stakeholders, including representatives from national/local government bodies, research councils and other higher education institutions, dignitaries, local MP, Lord Lieutenants, Visiting Members;
 - The Chancellor.
- Developing and maintaining knowledge of University Strategy, policy, procedure and practices in order to support the Vice-Chancellor's strategic work.
- Undertaking workflow reviews and recommending and implementing change where required, in consultation with other colleagues. Support and train others in new procedures or skills where required.
- Working closely with the VCO Office Manager and PA team to support the delivery of high-quality support across the senior staff including Visiting Members.
- Liaising with the offices of government representatives, VIPs and dignitaries to co-ordinate meetings, visits and engagements in accordance with protocol.
- Independently service strategic or operational meetings, including assisting with the preparation of papers, presentations and note- or minute-taking. Follow up with actions and track responses and deadlines. Support the technical set up of virtual meetings as required.
- Opportunities to accompany and provide support to the Vice-Chancellor on international delegations and trips, on occasion as required.
- To ensure compliance with relevant University policies and procedures, including GDPR and other relevant legislation.
- To undertake such other duties that are commensurate with the nature and grade of the post.

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 will vary from time to time without changing the general character or level of responsibility entailed.

As part of the general duties, the Vice-Chancellor's Office team provide cover during the core office hours of 8.30-17.30 each day (17.00 on Fridays). The postholder's working pattern would be expected to contribute to this cover.

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 Equity, Diversity and Inclusion policy and procedures at all times. Duties must be carried out in accordance with relevant Equity, Diversity and Inclusion legislation and University policies/procedures.

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

Organisational Responsibility:

Reports to: Deputy Chief of Staff

Responsible for: None

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	Significant experience – within an appropriate environment and complex organisation – of providing comparable high-quality professional, confidential support to a senior leader	1,2,3
	Experience of working with senior stakeholders, and colleagues at all levels of the organisation.	1
	Experience of diary management, including the ability to manage multiple changing and complex priorities diaries	1
	Experience of producing and presenting concise and clear briefings and reports, adapting to difference audience as appropriate and including the effective use of data.	2
Skills and abilities	Initiative, flexibility and the ability to adapt to a changing and dynamic work environment.	1,3
	Ability to use creative approaches to effectively problem solve, ensuring the input of others and using initiative and judgement in more complex situations.	1,2,3
	Able to maintain the highest levels of professionalism, conduct and credibility, to represent the office and the University, and to ensure effective strategic relationships with the university's stakeholders.	2,3
	Able to plan, prioritise, and work independently, using sound judgment to address unforeseen issues proactively and escalate when necessary.	2,3
	Excellent interpersonal, organisational, and oral communication skills.	1,3
	Able to work with accuracy and attention to detail.	1,2,3
	Proficient in the use of a wide range of Microsoft Office applications and different software program, and the ability to use technology to drive effective ways of working.	1,2
Training	Demonstrate evidence of having undertaken further training.	3
	Adopt new procedures as and when required.	1,3
Qualifications	Degree level education or equivalent	1
Other	Commitment to understanding Equity, Diversity and Inclusion (EDI) challenges and observing University EDI policies.	3

Desirable Criteria: are skills, experience and competencies that are additional extras that may be used to narrow the pool down if we receive a high volume of applications all meeting the essential criteria.

Area	Criteria	Stage
Experience	Experience of the supervision and line management of staff.	1

	Evidence of and ability to develop strong professional networks	3
	Experience of servicing meetings, recruitment panels or other formal committees, including the preparation of notes and minutes	1
Skills and abilities	Understanding and knowledge of relevant legislation e.g. GDPR, SENDA, Freedom of Information etc.	1,3

Conditions of Service

The position is full time and open ended. Salary will be on Staff Grade 6, at a starting salary to be confirmed on offer of appointment.

The University is committed to enabling staff to maintain a healthy work-home balance and has a number of family-friendly policies which can be found [here](#).

The University offers a wide range of employee benefits which can be found [here](#).

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, wherever possible, of flexible working arrangements. We also strive to create a culture that supports equity 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/>

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.