

## EXECUTIVE ASSISTANT

Job Ref: REQ260756

**School:** We are a diverse and inclusive School delivering excellence in learning and teaching, research, and enterprise across the Social Sciences and Humanities. Inter-disciplinarity and international encounters are fostered across six departments: Communication and Media; Criminology, Sociology and Social Policy; English; Geography and Environment; International Relations, Politics and History and Law.

### Job Description

**Job Grade: Administrative Services Grade 5**

#### Job Purpose

To provide proactive office management services (including high-quality confidential administrative support) to the Dean of School and Senior Management Team including the Dean, Head of Operations, Associate Dean (Education & Student Experience), Associate Dean (Research & Innovation), Associate Dean (Equity, Diversity and Inclusion) and the Director of People and Culture.

To act as the initial point of contact for members of the School Senior Management Team, dealing with queries as appropriate, referring on more complex queries in a timely manner and ensuring they are resolved satisfactorily.

#### Job Duties

##### Executive Assistant

1. Operating confidentially and professionally, working with significant amounts of personal and sensitive information, providing a full range of administrative services to the Dean and Senior Management Team. This can include electronic diary management; document preparation and maintenance of electronic filing systems; dealing with enquiries; receiving visitors to the office; arranging internal and external meetings; coordinating travel itineraries, booking travel and accommodation; and processing associated expense claims.
2. To ensure that the best use is made of the Dean's time by proactively monitoring and prioritising activities to ensure deadlines are met.
3. To ensure that the relevant paperwork/electronic files are made available to the Dean prior to all meetings.
4. To direct requests for information and action to appropriate staff in the School, and to respond efficiently to requests for documentation and information from members of School staff and other senior University staff.
5. In the absence of the Dean or Head of Operations, consult with appropriate senior staff and communicate any decisions as requested.
6. To provide full committee support including preparing paperwork, taking minutes, and monitoring of actions, for the School Leadership Team meetings, the School's External Advisory Board and any other committees as required.
7. To coordinate requests for information to the Dean that requires a School response.
8. To be responsible for the School governance calendar, including the scheduling of School-level committees and meetings considering the University Calendar.

9. To arrange interview panels and prepare interview packs for recruitment to School role vacancies.
10. To work closely with staff in the Vice Chancellor's Office and when needed other members of the University Leadership Group and their professional services staff.
11. Supervise the work of the School's Business Administrators and act as a team leader or line manager for other administrative roles within the School as required.
12. Responsible for developing, maintaining and updating the School's internal communication platform to ensure information is accurate, accessible, and up to date.
13. Responsible for coordinating and compiling content for the monthly School newsletter, proofreading submissions, and ensuring all information is accurate and ready for distribution to staff.

### **General Administration**

1. You will work collaboratively within the Business Operations Team, providing support and cover for colleagues across Facilities Management, Human Resources, Finance, and Health and Safety to ensure the effective delivery of School operations.
2. To act as deputy to the Operations Manager during short periods of absence, supporting operational decision-making, coordinating key activities, and ensuring business continuity
3. Develop and maintain strong working relationships with central University departments and liaise appropriately with colleagues in all areas to carry out required tasks.
4. Ensure compliance with University regulations, ordinances, policies and procedures.
5. Undertake any training and development deemed appropriate for the position by the Head of Operations or Operations Manager.
6. Any other duties across the School commensurate with the grade and nature 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 may vary from time to time without changing the general character or level of responsibility outlined in the document.

### **Organisational Responsibility**

Reports to the: **Operations Manager**

Direct Reports: **N/A**

Budget Responsibilities: **N/A**

## 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 experience within a relevant and customer focused environment.                                                                            | 1,3   |
|                      | Experience of diary management at a senior level.                                                                                                  | 1,3   |
|                      | Experience of full servicing of committees including minute taking.                                                                                | 1,3   |
|                      | Experience of dealing with people in a variety of complex and difficult situations.                                                                | 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 | Ability to respond positively to changing organisational, operational and service needs.                                                           | 1,3   |
|                      | Able to work under pressure and meet competing deadlines.                                                                                          | 1,3   |
|                      | Able to plan, prioritise and work independently and to deal with unforeseen problems and circumstances effectively.                                | 1,3   |
|                      | Excellent interpersonal skills, both written and verbal.                                                                                           | 1,2,3 |
|                      | Able to work with accuracy and attention to detail.                                                                                                | 1,2,3 |
|                      | Able to maintain confidentiality with a working knowledge of GDPR.                                                                                 | 1,3   |
|                      | Advanced IT skills including Microsoft Office and Outlook diary management, with evidence of using technology to automate or streamline processes. | 1,2,3 |
| Training             | Demonstrate evidence of having undertaken further training.                                                                                        | 1,3   |
|                      | Adopt new procedures as and when required.                                                                                                         | 1,3   |
| Qualifications       | Educated to A-level standard or equivalent.                                                                                                        | 1     |

### Desirable Criteria

| Area                 | Criteria                                                                                                                                      | Stage |
|----------------------|-----------------------------------------------------------------------------------------------------------------------------------------------|-------|
| Experience           | Experience of working in a Higher Education setting.                                                                                          | 1,3   |
|                      | Experience of Loughborough specific systems and procedures.                                                                                   | 1,3   |
| Skills and abilities | Skills using relevant Loughborough University IT systems eg Clarity travel, University Credit card system, Central Timetabling System (CMIS). | 1,3   |
|                      | Understanding and knowledge of relevant legislation eg SENDA, Data Protection Act, Freedom of Information etc.                                | 1,3   |

## Conditions of Service

The appointment will be subject to the [University's Terms and Conditions of Employment](#) relevant to the job grade.

## Shared University Responsibilities

As a member of the Loughborough community, you are expected to:

- Take reasonable care of yourself, others and the environment, and to prevent harm by your acts or omissions. All staff are therefore required to adhere to the University's Health, Safety and Environmental Sustainability Policies & Procedures.
- Support and contribute to the University's commitment to Equity, Diversity, and Inclusion (EDI), while carrying out all duties in a way that respects these principles and upholds the right to free expression. Further information about EDI at Loughborough and our strategic aims is available on our website.

## Our Purpose, Vision, and Values

Our purpose, Vision and Values underpin all that we do and shape how we work together at Loughborough.

We're proud to promote our values: **Adventurous, Collaborative, Creative, Authentic** and **Responsible**. Our people bring these values to life every day, and they are central to the positive and supportive culture that makes Loughborough unique.

If you join us, you'll be encouraged to bring these values to life in your own work and contribute to the positive, supportive culture that makes Loughborough unique. Read more about our [vision and values](#).

## Our Accreditations



We 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.



We are proud to be a [Race Equality Charter Member](#). The Charter aims to improve the representation, progression and success of all minority ethnic staff and students within higher education and address issues of racism within higher education institutions (HEIs).



We are proud to be a Disability Confident Employer and have adopted a proactive approach to employing disabled people and to creating a more diverse workforce. We ensure that our recruitment processes are inclusive and accessible. We guarantee to offer an interview to all applicants who have declared themselves with a disability, provided they meet the essential criteria for a role. We proactively anticipate and provide reasonable adjustments and support existing employees who acquire a disability or long-term condition to thrive in the workplace.



We are a real living wage employer, and our Living Wage Employer Mark shows our commitment to paying our staff according to the cost of living.



We are proud supporters of the [City of Sanctuary movement](#) and delighted to be recognised as a University of Sanctuary. This national network brings together, university staff, lecturers, academics, and students, who together work to make Higher Education institutions places of safety, solidarity and empowerment for people seeking sanctuary.

**As part of the University's ongoing commitment to redeployment, please note that this vacancy may be withdrawn**