

## JOB DESCRIPTION

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<b>Job title:</b>	Executive Assistant to the Vice-Chancellor & Chief Executive
<b>Grade:</b>	This post has been evaluated at Grade 4
<b>Responsible to:</b>	Vice-Chancellor & Chief Executive
<b>Date:</b>	December 2015

### **Job purpose**

To provide a comprehensive, proactive and confidential executive support service to the Vice-Chancellor & Chief Executive, with a particular focus on effective management of diaries, internal and external communications, and information systems.

This new role will be part of a dynamic project focused team based in the Office of the Vice-Chancellor & Chief Executive. The post holder will be required to interface with and work closely with other members of this team.

The Office of the Vice-Chancellor & Chief Executive consists of: the Vice-Chancellor & Chief Executive (the head of Falmouth of University); Strategic Advisor to the Vice-Chancellor & Secretary to the Board; Strategic Projects Officer; Clerk to the Boards, and Executive Assistant to the Vice-Chancellor & Chief Executive.

### **Health and safety at Falmouth University**

The University takes health and safety matters very seriously. All staff have a responsibility to take reasonable care for the health and safety of themselves and others who may be affected by their actions and omissions. They also have a duty to comply with the University arrangements for health and safety. Staff with responsibility for others must ensure the proper enactment of University policy within their areas in line with levels of responsibility set out in the University's Health and Safety Policy.

### **Main duties and responsibilities**

1. To manage all aspects of the Vice-Chancellor & Chief Executive's diary, including the effective organisation of travel, meetings, committees and events involving the Vice-Chancellor & Chief Executive.
2. To manage the Vice-Chancellor & Chief Executive's internal and external communications in a timely and appropriate fashion.
3. To prepare, collate and distribute information relating to various Committees, working groups and meetings, including electronic coordination of agendas, accompanying papers, attending meetings and taking minutes and dissemination of outcomes and actions.

4. To provide project support for strategic projects being led by the Vice-Chancellor & Chief Executive or Vice-Chancellor's Office, including research, drafting documents and collating sources and resources related to projects. Providing information to support decision making relating to strategic developments for the University.
5. To plan and manage the transition to a 'paperless office', which will include both utilising existing ICT platforms as well as researching into and developing comprehensive new electronic systems and databases appropriate for projects driven by the Vice-Chancellor's Office.
6. To provide a front of house service, organising and hosting high profile events and visits, liaising re bookings and negotiating with venues as required.
7. To provide other support to the Vice-Chancellor & Chief Executive and other staff within the Vice-Chancellor's Office or senior staff as requested, for example, support at corporate events, arranging and servicing meetings, travel arrangements within the UK and overseas, and project administration.
8. To ensure that during any absences of the Vice-Chancellor & Chief Executive both matters of a routine and more critical nature are dealt with promptly and efficiently.
9. To manage any temporary administrative staff who may be employed in the Vice-Chancellor's Office from time to time, usually on a project basis.
10. To work outside normal working hours from time to time.

#### **General Duties and Responsibilities**

1. To work independently, interfacing with all departments and offices in the delivery of effective communications for the Vice-Chancellor & Chief Executive.
2. To work with Vice-Chancellor's Office staff to prioritise events and meetings in the VC diary in line with corporate agenda.
3. To manage or guide the work of any contract or freelance staff required for communication projects.
4. To be well informed and articulate in relevant issues concerning the strategic projects in the Vice-Chancellor's Office.
5. To perform to high professional standards.
6. To manage independently any errors or concerns at the earliest opportunity, or notify a senior member of staff as appropriate.
7. To use initiative in order to determine priorities, work with autonomy, and work effectively with senior colleagues.
8. To be responsible for your own continuing self-development.

9. To undertake other duties not specifically stated above, which from time to time are necessary for the effective performance of the University's business without altering the nature or level of responsibility involved.
10. To work within and actively support the equality and diversity policies and practices of Falmouth University.
11. To participate in the University's Annual Performance Development Review Process.

#### **Health & safety requirements**

In relation to health and safety, you are responsible for ensuring that:

- You comply with safe systems of work in operation within your work area.
- You work co-operatively with other staff who have responsibility for health and safety requirements.
- You report any health and safety concerns to your manager or other responsible member of staff as soon as these are identified.
- You attend training as appropriate to your role (see the relevant health and safety training grid for requirements).
- You may be required to undertake duties as a first aider (for which a separate allowance is paid).

**PERSON SPECIFICATION**

**Job title: Executive Assistant to the Vice-Chancellor & Chief Executive**

Attributes	Essential	Desirable
<b>Education and qualifications</b>	Undergraduate degree, or equivalent qualification or experience.	Postgraduate or professional qualification
<b>Experience and knowledge</b>	<p>Experience of providing direct administrative support to a Chief Executive or senior manager.</p> <p>Previous experience of working in a customer-focused environment including the provision of advice and guidance.</p> <p>Experience of managing the administrative elements of an office, including the provision of a 'front of house' service to a busy office, hosting high profile events and visitors, as well as general office management, for example organising purchases, ICT equipment and estates matters.</p> <p>Experience of creating project plans, supporting multiple projects and seeing projects through to timely completion. Experience of event organisation and management, including booking, liaising and negotiating with venues. Experience in the servicing of meetings including the ability to disseminate outcomes clearly and concisely.</p> <p>Sound knowledge of, or experience in, a higher education environment.</p> <p>Recent experience of financial systems and procedures.</p> <p>Experience of utilising the full suite of Microsoft Office applications (including Word, Outlook, PowerPoint, Excel) to an advanced level.</p> <p>Experience of utilising electronic databases, filing systems and planning tools, and experience of improving the effectiveness of electronic administrative systems.</p>	<p>Competency with the Apple Mac OS and Apple iOS software platforms.</p> <p>Competency with Microsoft SharePoint as a document management system.</p> <p>Competency in Adobe Creative Suite software applications.</p> <p>Familiarity with digital communications using marketing templates and platforms, e.g. Dotmailer or MailChimp.</p>

Attributes	Essential	Desirable
<p><b>Skills and personal requirements</b></p>	<p>High levels of organisational skills, particularly with regard to diary management, the organisation of meetings and handling communications.</p> <p>High levels of attention to detail, particularly in diary and contact management, and with the written word.</p> <p>Excellent written communication skills, including proof-reading and copy-editing.</p> <p>The ability to prioritise workload in a busy environment and to work with a high level of autonomy, as well as working collaboratively as part of a team.</p> <p>A positive, pro-active approach, including strong interest in improving systems and processes to improve personal and team efficiency.</p> <p>Well-developed interpersonal skills, enabling effective communication with colleagues and external contacts with proven ability to convey information in a clear and accurate manner and a desire to resolve issues.</p> <p>High levels of professional presentation, conduct and credibility, in order to represent the office of the Vice-Chancellor &amp; Chief Executive and to ensure effective communications.</p> <p>Ability to exercise discretion, tact, diplomacy when dealing with confidential matters.</p> <p>A good understanding of data protection and safe record keeping.</p> <p>Effective analytical and problem solving skills.</p> <p>Ability to undertake research and analysis.</p> <p>Highly numerate.</p> <p>Commitment to continuing professional development.</p> <p>Occasional flexibility to work outside normal office hours, for example to assist with corporate events.</p>	