



Ravensbourne
University London

**ROLE DESCRIPTION AND PERSON SPECIFICATION
PROFESSIONAL AND ADMINISTRATIVE STAFF**

Role Title: Executive Assistant

Service: The Executive

Pay Band: Band C

Reports to: Senior Executive Assistant

Purpose of Role:

The post holder will undertake administrative duties in support of the Executive Team; managing work flow, keeping track of reports, actions and deadlines, drafting reports, papers, memos and letters, arranging appointments, dealing with correspondence, taking minutes at meetings and maintaining files and records. The post holder will also assist the Executive members on key project management issues. The post holder will liaise with individuals at all levels both internally and externally, including senior figures within related industries.

The post holder will work within the Secretariat team to support the whole executive. Individual support arrangements are made to suit the varying workloads of members of the executive and to ensure that each executive assistant has a balanced workload, and are subject to regular review.

Role Responsibilities:

- Provide a comprehensive support service to the Executive members, including the proactive management of their diaries, inboxes and filing, travel arrangements and hospitality as required.
- Proactively manage and organise committees, meetings and away days, including external contract negotiations, internal room bookings and servicing of meetings (AV, minute taking).
- To prepare and (where necessary) draft high quality correspondence and other communications for action by the Executive Team members.
- Handle internal and external enquiries with suppliers, partners and other stakeholders in a professional manner, picking up responsibility for handling responses to straightforward questions and dealing with them to conclusion or referring them elsewhere as appropriate and becoming an informed key contact for the Executive team.
- Manage projects, taking responsibility for managing these through for members of the Executive team and reporting on outcomes.
- Establish, develop and maintain suitable spreadsheets, databases and management information and evaluation systems as requested.
- To work with Secretariat Manager to maintain a database for the purposes of high level partnerships and relational contacts.
- Research information for the Executive team and create presentations and briefing notes as requested.
- To liaise with appropriate Professional Services staff to monitor budgets and provide statistical reports for the Executive Team members and other management information on their behalf.
- To act as clerk to Executive team meetings as required: this is to include setting of agendas, distribution of papers, circulating minutes and following up of action points.
- To assist with the maintenance and development of links with education and industry both nationally and internationally.
- As required, during periods of absence, to assess the importance of correspondence and other communications for action by the Executive team.
- To meet and transact with a wide range of visitors and arrange hospitality.
- Demonstrate understanding of Ravensbourne's values, culture and educational ethos and promote these through everyday practice in the role.
- Work within Ravensbourne's Code of Conduct and other Rules.
- Comply with all legislative, regulatory and policy requirements (e.g. Finance, HR) as appropriate.
- Carry out the policies, procedures and practices of Health & Safety in all aspects of the role.

- Demonstrate value and importance of equality and diversity in every aspect of Ravensbourne's work and show commitment through everyday practice in the role.
- Work in accordance with and promote Ravensbourne's environmental sustainability policy and practices.
- Work continuously to improve individual knowledge, skills and behaviours for the current role and for the longer-term, gaining appropriate professional qualifications/accreditation and maintaining membership of appropriate professional bodies as appropriate.
- Make full use of all information and communication technologies to meet the requirements of the role and to promote organisational effectiveness.
- Perform such other duties consistent with the role as may from time to time be assigned, collaborating fully with others to get the work done and Ravensbourne's objectives achieved.

Key working relationships:

Executive Directors, Executive Assistants, Secretariat Manager, Senior Managers

Resources Managed

- N/A

Budgets:

- NA

Staff:

- n/a

Other (e.g. equipment; space) N/A

Person Specification (Knowledge, Skills and Behaviours):

	Essential	Desirable
<u>Core Personal Skills</u>		
Minimum Qualification Required		
Secretarial experience and/or qualifications		✓
Key Experience and Skills Required		
<ul style="list-style-type: none"> • experience in a secretarial / administrative capacity. ✓ • A keen eye for accuracy and attention to detail with strong written communication skills and the ability to draft and edit documents and produce summaries. ✓ • Excellent organisation and administration skills with the ability to plan and prioritise work for self and others. ✓ • Professional interpersonal and communication skills on the phone and face to face, for engagement with external contacts and staff, including the ability to persuade, motivate and negotiate effectively. ✓ • Good analytical skills with the ability to identify key points from complex material or information. ✓ • An ability to manage several projects and tasks at the same time and a skill at identifying and prioritising important activity. ✓ • Highly computer literate and confident with Word, PowerPoint, Outlook and Excel ✓ • Excellent time management skills, able to manage own time and the time of the executive member they are supporting. ✓ • Strong numerical skills and the ability to monitor financial information. ✓ • Experience within an educational establishment, preferably in a higher education environment. ✓ 		✓

	Essential	Desirable
<p>Personal Qualities</p> <ul style="list-style-type: none"> • Self-motivated, flexible and able to make judgement as to when to take the initiative on behalf of the executive, considering the direct and indirect impact. ✓ • Assertive and pro-active, with the ability to work on own initiative with little supervision. ✓ • Discretion in dealing with confidential information. ✓ • A team player who enjoys helping other people. ✓ • Calm approach, especially when working under pressure. ✓ • Ability to prioritise a varied and conflicting workload. ✓ • Ability to deal with a variety of people both within and outside the Institution. ✓ 		