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| **Description and Person Specification**  **Professional Services Staff** |
| **Job title:** Secretariat Manager  **Department:** Compliance  **Pay Band:** Band D  **Line Manager:** University Secretary and Director of Strategic Delivery |
| **Role Purpose:**  The post holder will lead the Executive support function, providing direction and guidance to the Executive support team to offer a seamless and customer-first service. The post holder will maintain the quality of support provided to the Executive team by analysing and resolving workload pressures and recommending system improvements and providing regular reviews of employee efforts.  In addition, the post holder will directly support key members of the Executive team (usually the Vice-Chancellor and Deputy Vice-Chancellor) managing workflow, keeping track of reports, actions and deadlines, drafting reports, papers, and letters, arranging appointments, and minuting agreed meetings (e.g. formal executive meetings). The post holder will also support the Executive on key project management issues. |
| **Duties and Responsibilities:**   * To support institutional strategies by leading the secretariat team to provide first-class executive support, providing direction and guidance to the Executive support team and evaluating departmental activities and performance to offer a seamless and customer-first service. * To play an active part in the management of the workflow that enters the department and make a personal contribution to the team. * To manage, develop and support the Executive Assistants and Governance Manager. * To Develop, coordinate, and enforce systems, policies, procedures, and productivity standards within the Secretariat. * Provide a comprehensive support service to the whole Executive, either directly (usually to the Vice-Chancellor and Deputy Vice-Chancellor directly) or through the team, including the proactive management of their diaries, inboxes and filing, travel arrangements and hospitality as required. * Proactively manage and organise, either directly or through the team, executive 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, either directly or through the team, 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 the Executive to devise and manage a database for the purposes of high-level partnerships and relational contacts. * 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. * To meet and transact with a wide range of visitors and arrange hospitality. * Make full use of all information and communication technologies to meet the requirements of the role and to promote organisational effectiveness. * Perform 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.   **Other**   * Demonstrate an 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, People & Culture) 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. |
| **Key working relationships (i.e. titles of roles, both internally and externally, with which this role holder interacts on a regular basis):**   * Vice Chancellor * Deputy Vice Chancellor * Executive Directors * Executive Assistants * Governance Manager * Senior Managers |
| **Resources Managed**  Budgets: N/A  Staff: x2 Executive Assistants, Governance Manager  Other: (e.g. equipment; space) N/A |

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| **Person Specification** |

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| **Knowledge and Experience** | **Essential** | **Desirable** |
| Significant experience in a senior secretarial / administrative capacity.  Experience of leading a team.  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 to identify and prioritise 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(s) they are supporting.  Strong numerical skills and the ability to monitor financial information.  Experience within an educational establishment, preferably in a higher education environment. | ✓  ✓  ✓  ✓  ✓  ✓  ✓  ✓  ✓  ✓ | ✓ |

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| **Core Personal skills abilities and behaviours** | **Essential** | **Desirable** |
| Self-motivated, flexible and able to make judgements 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.  Ability to delegate work as necessary, providing clear instructions to ensure work is carried out in an efficient and correct manner. | ✓  ✓  ✓  ✓  ✓  ✓  ✓  ✓ |  |

**This Job Description may be reviewed, and duties amended aligned with Ravensbourne’s requirements, any changes will be made in collaboration with the postholder.**

**Our Values**

**Connection:** We value what happens together and we collaborate to achieve our collective goals.

**Dynamism:** We embrace every opportunity to adapt and optimise.

**Inclusion:** We celebrate our diversity, and we embrace difference as a source of strength.

**Professionalism:** We aim for quality in everything we do and take pride in our work.

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