

<b>Post Title:</b>	Executive Assistant
<b>Reporting to:</b>	People & Administration Manager
<b>Responsible for:</b>	Student Staff as appropriate
<b>Grade:</b>	Guild Grade D

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### Organisation:

This role is part of the People & Administration department working collectively with colleagues delivering the Human Resources, administration, governance, Guild committees and complaints & incidents work as part of the Operations Directorate.

### Job Purpose:

The Executive Assistant role is to support the CEO & Guild President with responsibility for Governance and the administration of the Guild Committees. Acting as a role model for the required standard of values, behaviour and performance, we expect the role to help to create an inclusive and engaging environment for all.

The role is required:

- To be responsible for Governance matters including administering the Trustee Board and Committees
- To provide high level professional assistance to the Chief Executive and Guild President by providing comprehensive administrative support including diary management and meeting support.
- To be the key contact for all external stakeholders maintaining the highest standards of customer care at all times
- To ensure the Guild meets its statutory requirements with Companies House and the Charity Commission.

Success in the role will require a highly student and customer focused approach together with an emphasis on teamwork. The role involves collaboration with internal and external stakeholders, acting as a positive ambassador for the Guild and facilitating under-represented groups to find a comfortable place here.

Supporting a culture of ambitious targets and the evaluation and promoting a positive team spirit are also key. Grade D roles are expected to act as role models for the Guild's competency framework, which should be read in conjunction with this job description.

### Key Role Responsibilities:

1. To work with the People & Administration Manager to provide a high-level professional service to the Chief Executive and President.
2. To be responsible for the implementation and monitoring of the Charity sector and Students' Union Governance Code, including the maintenance of the Guild's governing documents.
3. To manage, monitor and maintain the organisation's documentation for Companies House and Charity Commission ensuring that all statutory requirements are met in a timely manner, and to assist the Chief Executive in the role of Company Secretary.
4. To ensure effective administration of the Trustee Board and its Committees, including compiling agendas, briefings and associated papers along with exemplary minute taking, ensuring timely follow up on all actions.
5. To track, monitor and update as appropriate, the policies of the Guild, ensuring timely presentation at relevant committees.
6. To oversee and administrate the recruitment process for the Trustee Board and delivery of effective training and induction for new Trustees.
7. To develop and maintain effective office management systems, such as a 'bring forward system' for the Chief Executive and President, ensuring deadlines are adhered to and action is taken as appropriate, and support the development of office management systems for the Officer Group.
8. To manage the complex diaries of the Chief Executive and President, demonstrating and understanding the portfolios of work to prioritise commitments appropriately ensuring sufficient project time and deadlines are met.
9. To support the Chief Executive, President and Senior Managers to ensure Guild projects are delivered, as required.
10. To prioritise emails, calls and correspondence to and from the Chief Executive and President, including handling aspects of communication on behalf of the Chief Executive and/or President.
11. To act as the primary contact and liaison for the Guild regarding communication with the

University and other senior stakeholders, and in addition maintaining and enhancing relationships with key senior staff (including Vice Chancellors Office staff, Heads of College and their associated PA's).

12. To be adept, confident and flexible to meet the ever-changing demands of a busy organisation; to arrange meetings, including inviting attendees, booking rooms and refreshments, drafting agendas as appropriate and preparing in advance the necessary meeting information as appropriate.

13. To research and/or write reports for use within the Guild as required by the Chief Executive, President, or other members of the Senior Management team as appropriate.

14. To organise training and conference attendance for the Chief Executive, President and Officer Group when required. To include booking places on events, organising travel requirements, and producing travel packs both in the UK and abroad as required.

15. To carry out administrative work as required, including typing, correspondence, general office administration and providing administration support to the Officer Group meetings on a weekly basis, including preparing agenda's, preparing necessary papers, and taking the minutes of the meeting.

16. To ensure that the Chief Executive and President are prepared for meetings including collation and preparation of meeting papers prior to meetings.

17. To ensure attention to detail with the ability to produce error free documents even in times of pressure.

18. To manage and/or co-ordinate high level stakeholder/VIP events and activities within the Guild when required, including liaison with venues and external suppliers, logistics management, preparation of materials, and meeting health and safety requirements.

19. To adhere to the Guild's Data Protection and Confidentiality Policies particularly in relation to the work and duties of the role.

20. To actively look for ways to work smarter and to identify improvements, such as efficiencies or service enhancements through research and other evidence sources, and to recommend these to the People & Administration Manager for consideration.

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### General Duties:

1. To undertake appropriate induction and ongoing training and personal development, as required for the role.
2. To adhere to all Guild policy with reference to HR, staffing, health and safety, data protection, environmental and any other specific Guild Policy which impacts upon your role or that of the team.
3. To be familiar with the Guild's competency framework, striving always to demonstrate the positive behaviours which drive the highest standards of personal and organisational performance in supporting our students. Grade 6 roles should be developing within level 2 of the six competencies (Student and Customer Focus, Accountability, Results Focus, Inclusivity, Communication and Teamwork) and within level 1 of the 'Motivational Leadership' competency, which is designed to support staff to achieve high performance.
4. To act as a role model in portraying a positive image of the Guild both internally and externally, acting as an ambassador and displaying high standards of personal integrity and professionalism.
5. To support the People & Administration Manager and the wider work of the Department, where necessary, in the event of sickness, holiday or other exceptional circumstances.
6. To undertake such other duties as may be reasonably required, consistent with the nature and grade of the post.

## Person Specification: Executive Assistant

You must be able to demonstrate in your application that you have:

	Essential	Desirable
<b>EDUCATION, QUALIFICATIONS AND TRAINING</b>		
Good general education, typically to degree standard, including Maths and English at least to GCSE C or equivalent	✓	
Relevant secretarial or computer qualification e.g. ECDL or ability to perform at that level	✓	
Relevant Company Secretary Qualification		✓
Recognised management training or qualification		✓
<b>EXPERIENCE</b>		
Experience of providing support & administrative assistance to senior members of an organisation	✓	
Experience of effectively prioritising and planning own work and working effectively on own initiative	✓	
Experience of managing / developing multiple diaries, filing systems and processes	✓	
Experience of building and maintaining relationships with senior staff, Officers, University staff, Trustees and students	✓	
Experience of writing reports and communications for senior staff	✓	
Experience of working within policies and procedures	✓	
Experience of working with and monitoring a budget		✓
Experience of managing or supervising staff and volunteers		✓
Experience of working effectively & collaboratively with others on cross-organisational projects and issues	✓	
<b>SKILLS AND KNOWLEDGE</b>		
Knowledge of, and experience in delivering, the statutory requirements of Companies House and/or the Charity Commission		✓
Knowledge and understanding of confidentiality and Data Protection and ability to deal with sensitive confidential matters	✓	
Confidence and capability to work with senior profile staff and stakeholders	✓	



Ability to communicate well with staff at all levels, as well as Officers, Trustees, students and other stakeholders	✓	
Ability to understand customer care both internally and externally	✓	
Ability to use standard office software including spreadsheets	✓	
Ability to present complex information clearly and concisely, in writing or verbally, with excellent standards of written and spoken English	✓	
Ability to encourage excellence and a learning and development culture	✓	
Ability to take a collaborative approach to solving problems	✓	
Ability to interpret policies and procedures	✓	
Demonstrable working knowledge of higher education, student engagement and the issues affecting students today.		✓
<b>PERSONAL QUALITIES</b>		
Motivated by working in a student-led, democratic workplace	✓	
<b>Inclusivity</b> - celebrates and supports equality and diversity and acts as a role model in creating a welcoming and inclusive environment	✓	
<b>Student &amp; Customer Focus:</b> Highly responsive to students' issues and concerns, and driven to improve service delivery	✓	
<b>Teamwork:</b> Open and approachable - able to engage students and colleagues at all levels	✓	
<b>Results Focus:</b> Flexible approach - able to modify plans to achieve the best outcome	✓	
<b>Results Focus: Resilient</b> – can maintain direction and support colleagues in difficult situations	✓	
<b>Motivational Leadership:</b> Inspires, coaches and supports people to achieve their best	✓	
<b>Accountability:</b> Attention to detail, follows-up on actions and opportunities to improve	✓	
<b>Communication:</b> Able to present a case confidently and persuasively	✓	