JOB DESCRIPTION

<table>
<thead>
<tr>
<th>Job Title:</th>
<th>Executive Assistant</th>
</tr>
</thead>
<tbody>
<tr>
<td>Department / Unit:</td>
<td>Principal's Office</td>
</tr>
<tr>
<td>Job type</td>
<td>Professional Services</td>
</tr>
<tr>
<td>Grade:</td>
<td>6</td>
</tr>
<tr>
<td>Accountable to:</td>
<td>Principal's Executive Officer</td>
</tr>
</tbody>
</table>

Purpose of the Post

The post holder is a member of a small team of staff, led by the Principal's Executive officer, providing executive, administrative and secretarial support to the Principal's Office. This is comprised of the following senior staff of the College: the Principal, the Deputy Principal, the Chief Operating Officer, Chief Financial Officer and four Vice-Principals/Deans.

The primary purpose of the role is to provide proactive business management support to one or more members of the senior team specifically (as allocated) and to the senior team generally. This covers a range of responsibilities but essentially the role is to assist senior managers with the management of their respective portfolios, keeping abreast of current issues and priorities and ensuring that senior managers are appropriately briefed and prepared for business, progress chasing colleagues as appropriate. Responsible for the effective and timely management of the workflow for the senior team the post holder will need to be able to prioritise business and deal with all matters of a routine nature, using his/her initiative to take responsibility for and lead on the resolution of non-routine matters. As a result, the post holder will be required to build relationships and work effectively with a range of stakeholders both internally and externally, providing project support, servicing high level committees and meetings and managing diaries. High level effective communication skills are therefore essential. An important part of the role is interacting with visitors including students, staff, VIPs, external partners and local community. It is therefore vital that the post holder is able to present a positive image to anyone contacting the Principal’s office whether in person, by telephone or by other means.

The duties will include:

Key Tasks

1. Executive Support

Working with the senior managers to identify priorities and drive forward key areas of work, managing deadlines and progress chasing to resolve issues.
Ensure that senior members of staff are appropriately briefed/prepared for business through the provision of a daily pack or equivalent including travel arrangements, including preparation of itineraries/events programmes.

Managing diaries and arranging meetings, prioritising, organising and allocating workflow to ensure a degree of flexibility within a busy schedule, this will include managing relationships with Heads of Department, Heads of Professional Services, dealing with routine matters on behalf of the Senior Management Team, escalating issues as appropriate.

Managing and supporting projects, working groups and committees as directed by the Principal Executive officer.

Research and provision of briefing material across a wide spectrum of policy and operational issues including gaining and maintaining a detailed knowledge of the higher education sector generally, to be able to respond professionally to enquiries.

Horizon scanning and keeping abreast of the changing HE landscape and in particular strategic issues impacting the respective portfolios.

Analysing data and drafting reports and other documents on behalf of the Senior Management team.

### 2. Office support

Operating as first point of contact for the Senior Members of the Management team, cultivating and maintaining networks and relationships with a wide range of people from within RHUL and externally.

Maintaining the Principal's Office web pages in conjunction with the Principal's Executive Officer.

Maintaining departmental records such as annual leave schedules and sickness returns, and the administration of Human Resource requisitions.

Managing use of the Principal's Meeting Room ensuring the room is kept ready for use.

Regularly reviewing the central email distribution lists owned by the Principal's Office to ensure they are kept up to date.

Undertaking routine finance processing via the College's finance systems, raising orders, processing expenses claims on behalf of senior staff in the Principal's Office.

Ensuring that the Principal's Office facilities are maintained and appropriately equipped, ordering stationery and supplies as necessary and liaising with suppliers to ensure equipment is properly maintained and serviced.

Providing a front of house/reception service for visitors to the Principal's Office, directing visitors to colleagues as appropriate, reserving visitor parking spaces and organising taxis, liaising with Security as required.

Providing refreshments for meetings and visitors.

### 3. General

Providing cover within the Principal's Office support team, as required and particularly to support other staff in covering annual leave and sickness absences.
To seek ways of continuously improving the service the Principal’s Office provides.

The post holder is required to work flexibly, on a rota basis, to ensure that the office is open between the hours of 8.00am to 6.00pm Monday to Thursday and 9.00am to 5.00pm on Friday, as a minimum. Out of hours working will be required to support senior staff as and when needed for events and meetings.

**Other Duties**

The duties listed are not exhaustive and may be varied from time to time as dictated by the changing needs of the College. The post holder will be expected to undertake other duties as appropriate and as requested by his/her manager.

The post holder may be required to work at any of the locations at which the business of Royal Holloway is conducted.