

Job Title	Executive Assistant
Department / Unit	Vice-Chancellor and Principal's Office
Job type	Permanent
Grade	RHUL 6
Accountable to	Vice-Chancellor and Principal's Executive Officer
Accountable for	N/A
Purpose of the Post	To support the Senior Leadership Team
<p>The Executive Assistant will provide a high level of professional executive and administrative support to the Senior Leadership Team. Through the provision of this service, the post-holder will ensure the efficient operation of the Vice-Chancellor and Principal's Office, and actively contribute to managing tasks and time such that the Office is operating optimally.</p> <p>As well as their operational responsibilities this post has an important representational role in dealing with students, staff, parents, stakeholders, members of the public and VIPs.</p>	
Key tasks	
<ol style="list-style-type: none"> 1. Provide efficient, high quality and confidential business, administrative and executive support to the Vice-Chancellor and Principal's Office. Ensuring the Senior Leadership Team members are in the right place at the right time, with the right papers, and managing office tasks (workflow) such that deadlines are met. 2. Assist the Vice-Chancellor and Principal's Office in preparation for meetings/talks/visits, including finding out about events and inputting into presentations/briefings. 3. Manage a complex and busy diary for the Senior Leadership Team, using independent judgement to prioritise their work schedules in accordance with changing priorities. This includes liaising with internal colleagues (often of at a senior level) and external individuals and organisations. Day to day tasks will include the organisation of meetings, booking venues, arranging hospitality, and making travel arrangements (including visa requirements) as necessary. 4. Facilitate and service high level committees as required, taking clear, concise, and accurate minutes and following these up with a high degree of professionalism, clarity and confidentiality. 	

5. Manage responses to incoming correspondence, phone calls and emails, some of which may be complex and sensitive. Identify priorities and respond appropriately (including drafting responses) or redirect to an appropriate person.
6. Create and maintain accurate electronic (and paper) files with respect to central documentation for the Vice-Chancellor and Principal's Office.
7. Develop and maintain a good working knowledge of relevant University policies and procedures, as well as organisational and committee structures.
8. Ensure any expenditure is managed within a specified budget, and take responsibility for financial administration (requisitions, invoices, receipting, expense claims) ensuring compliance with financial and expense regulations.
9. The successful candidate will be proactive and enthusiastic and be able work as part of a small busy team. They must be able to demonstrate they can interact with people at all levels and backgrounds and be effective in building positive and effective working relationships both internally and externally

General

- The post holder will have no supervisory responsibility.
- The post holder will provide cover to other members of the Executive Support Teams when on annual leave or other absence, as necessary.
- The post holder will also maintain annual leave records and assist HR with the recruitment process for senior management positions, as necessary.
- The post holder will support other duties as required, which may involve assistance with project management duties, i.e., undertaking projects and research in specific topical areas as directed by the Senior Leadership Team.

Other Duties

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

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

Internal and external relationships

The following list is not exhaustive, but the post holder will be required to liaise with:

- students, staff, parents, stakeholders, members of the public and VIPs

The post holder will be required to work Monday-Friday, covering the office via shift work 08:30-17:30 - It is expected that the post holder will work on-site at our Egham campus for the majority of their working week.

PERSON SPECIFICATION

Details on the qualifications, experience, skills, knowledge, and abilities that are needed to fulfil this role are set out below.

Job Title: Executive Assistant

Department: Vice-Chancellor and Principal's Office

	Essential	Desirable	Tested by Application Form/Interview/Test
Knowledge, Education, Qualifications and Training			
First Degree or equivalent or experience, demonstrating development through involvement in a series of progressively more demanding relevant work/roles, supported by acquiring appropriate professional or specialist knowledge.	x		Application Form
Skills and Abilities			
Experience of providing an effective and comprehensive administrative service at a senior level, which includes evidence of effective planning, prioritising, and progressing EA tasks, using independent initiative and judgement.	x		Application Form/Interview
Good working knowledge of MS Office (including Word, Excel, Power Point and Outlook) and Teams.	x		Application Form/Test
High level organisational and prioritisation skills with the ability to manage a variety of tasks at the same time and the flexibility to cope with unpredictable volumes of work and busy periods.	x		Interview/Test
Experience of working in an HEI		x	Application Form/Interview
Experience of working at Board/Executive/Senior level.	x		
Ability to maintain helpful and professional standards in all situations, with demonstrable experience of working effectively under pressure while managing confidential and sensitive issues with tact and diplomacy.	x		Application Form/Interview
Experience of minute taking and report writing as well as excellent diary management skills.	x		Application Form/Interview
Flexibility to work outside normal office hours, if required.	x		Application Form/Interview
An excellent understanding of office and administrative procedures and experience of	x		Interview

creating and maintaining effective electronic and paper office filing systems.			
Personal and Interpersonal Qualities			
Excellent verbal and written communication skills with fluency in both spoken and written English and the ability to adjust these to suit the circumstance.	x		Application Form/Interview/Test
Ability to work on own initiative with minimal supervision, showing a high degree of self-reliance, prioritising workload, and initiating improvements to systems and processes.	x		Application Form/Interview/Test
A commitment to professional customer service, with the ability to communicate effectively, building relationships and networks with a wide range of internal and external stakeholders to facilitate this.	x		Application Form/Interview/Test
Pro-active and able to work efficiently and effectively to meet deadlines, pursuing tasks until results are achieved, remaining calm under pressure.	x		Application Form/Interview/Test
Ability to assimilate information, develop a depth of understanding of a wide variety of complex and sensitive issues.	x		Application Form/Interview